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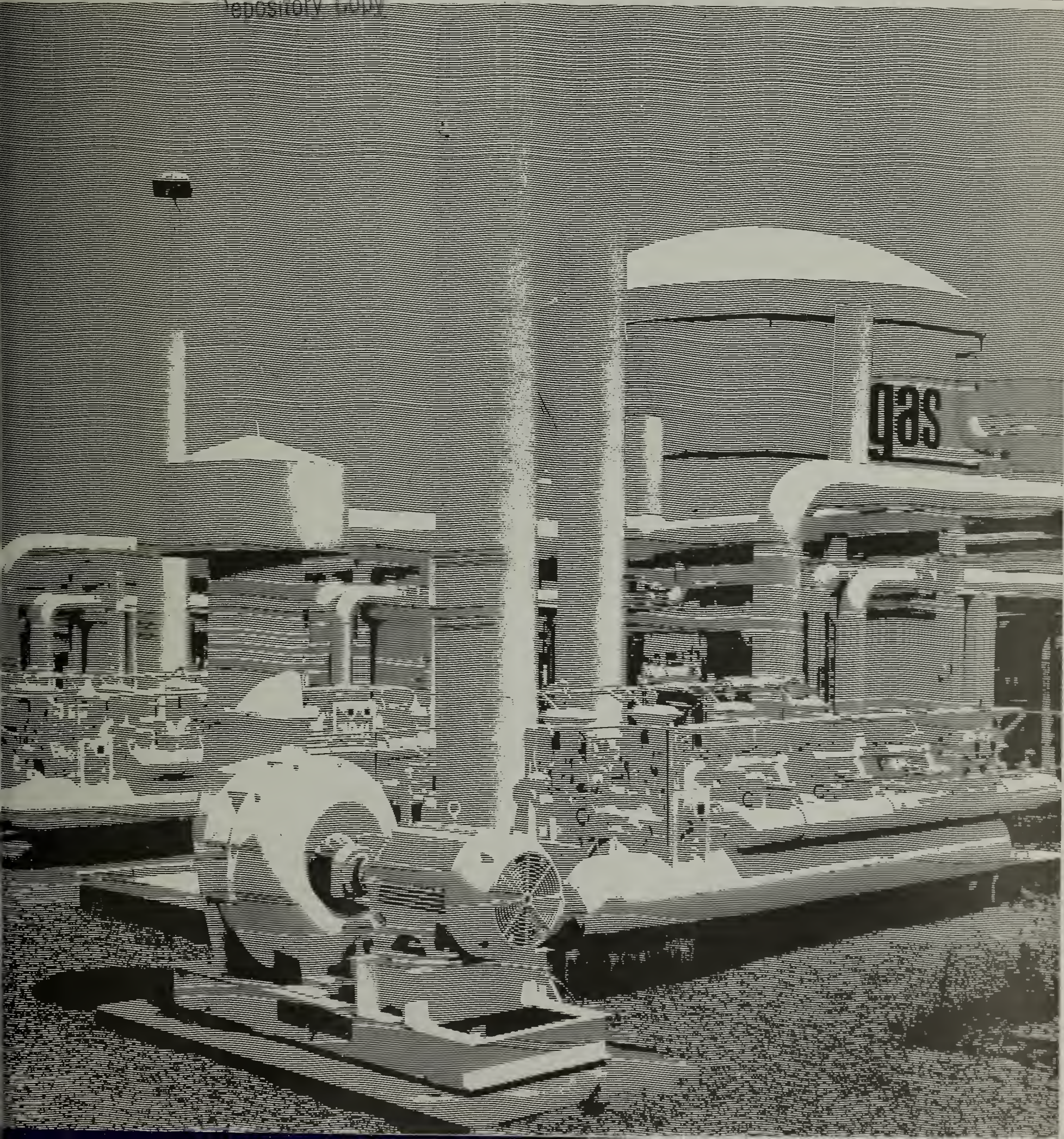
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Department of Public Utilities Annual Report Fiscal Year 1984



Department of Public Utilities

Annual Report Fiscal Year 1984

The Commonwealth of Massachusetts
Michael S. Dukakis
Governor

**Executive Office of Consumer Affairs
and Business Regulation**
Paula W. Gold
Secretary

Department of Public Utilities
Paul F. Levy, Chairman
Robert J. Keegan, Commissioner
Bernice K. McIntyre, Commissioner



The Commonwealth of Massachusetts

Department of Public Utilities

100 Cambridge Street, Boston, MA 02202

October, 1984

The Honorable Michael S. Dukakis, Governor
The Honorable William M. Bulger, President of the Senate
The Honorable Thomas W. McGee, Speaker of the House
of Representatives
The Honorable Paula W. Gold, Secretary of Consumer Affairs
and Business Regulation

We are pleased to submit the Annual Report of the Department of Public Utilities for fiscal year 1984. Major changes have occurred this year in the industries regulated by the Department, and we have responded by devoting greater resources to answering questions and resolving problems of consumers during this period.

By any measure, the major event of the year was the break-up of the Bell System on January 1, 1984. The divestiture of AT&T and the accompanying expansion of competition in the telecommunications industry probably represent the most significant change in national business policy in this century. These federally ordered changes have put a great responsibility on state agencies like the DPU and have caused business and residential consumers to rethink their whole approach to using telecommunications services.

We sincerely appreciate the support provided by the Legislature in helping the Department to deal with these issues. Our goals have been to help inform the public of the choices now available to them, to assist consumers in billing disputes and other relations with the growing number of telephone companies in the state, and to ensure a high quality of telecommunications services for business and residential customers throughout Massachusetts.

We look forward to a continued close working relationship with the Legislature as these and other issues develop, and we welcome your involvement, questions and suggestions.

Respectfully yours,

Paul F. Levy
Paul F. Levy, Chairman

Bernice K. McIntyre
Bernice K. McIntyre, Commissioner

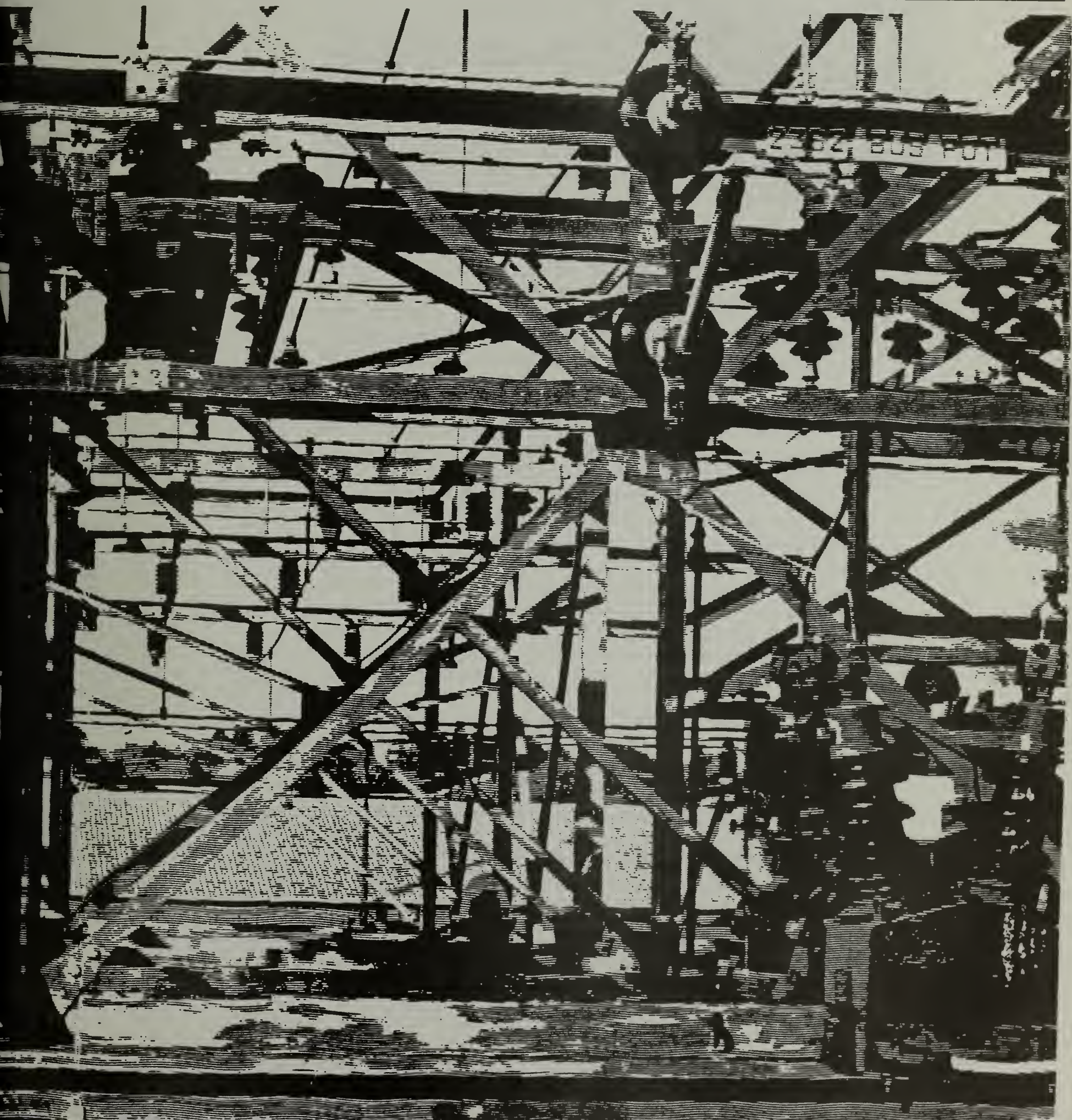
Robert J. Keegan
Robert J. Keegan, Commissioner

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Department of Public Utilities

Introduction



The Department's Mission



The Department of Public Utilities (DPU) is responsible for the regulation of electric, gas, telephone, and water utilities, as well as bus companies and commercial motor vehicles. The companies regulated by the Department fall into two general categories, public utilities and common carriers.

Public Utility Companies are natural monopolies providing essential services such as water, natural gas, and electricity. The DPU was created to control prices and rates for these services and to monitor their quality. These pricing and quality considerations, which would ordinarily be influenced by market forces in the case of other private industries, must be regulated in the case of the monopoly utilities in order to ensure that the companies properly serve the public and do not abuse their market power.

The Commission has two major goals in ratesetting:

- . to protect consumers from unreasonable rates and terms of service; and
- . to encourage the greatest possible efficiency in utility company operations and management.

Common Carriers are also regulated by the DPU. These include telecommunications companies, commercial motor vehicle



operations, and bus companies. These entities are regulated because they, too, provide essential services to the public and because it has been assumed that there should be some limitation on the number of common carriers serving the Commonwealth in any given field of activity. Thus, the DPU regulates the entry of companies into the common carrier field, and it regulates the rates and terms of service provided by these companies.

The public utility and common carrier companies regulated by the DPU represent a major economic force within the Commonwealth, with combined operating revenues of over eight billion dollars. Virtually all homeowners, renters, municipal governments, non-profit institutions, and businesses in Massachusetts are directly affected by these multi-billion-dollar industries in a manner largely beyond their individual control.

The Department, with a staff of about 140 employees, has been organized to regulate public utilities and common carriers in the fields of telecommunications, electric power, natural gas, water, and transportation. Included in the regulatory responsibilities of the DPU are the following activities:

- . Analysis of company rate requests, resulting in a determination of allowed revenue requirements, cost allocation, and rate structures;
- . Ongoing review and analysis of fuel adjustment charges, purchased power adjustment clauses, and cost of gas adjustment charges;
- . Review and approval of long-term gas and electric power supply contracts;
- . Review of interruptible gas sale contracts and other non-tariffed purchase and sale agreements for gas and electricity customers;

- . Review and approval of securities issuances (i.e., stock offerings and bond placements) of the regulated companies;
- . Review and approval of investments made by utilities in other areas of business;
- . Certification of intrastate telecommunications carriers;
- . Certification of radio common carriers (RCCs), such as paging companies and cellular radio companies;
- . Enforcement of billing and termination regulations of electric, gas, telephone, and water companies;
- . Investigation of natural gas, electricity, bus, and rail accidents;
- . Safety enforcement of natural gas, electricity, bus, rail, rapid transit, and commercial motor vehicle companies;
- . Licensure of bus drivers and vehicles used for the transportation of people and goods;
- . Review and approval of rates charged and routes served by intrastate, intercity bus companies;
- . Certification of intrastate commercial motor vehicle operations;
- . Review of safety and annual revenues of municipal light departments.



The final authority for all regulatory decisions rests with the three-member Commission. The Commission is appointed by the Governor and serves coterminously with the Governor.

Funding

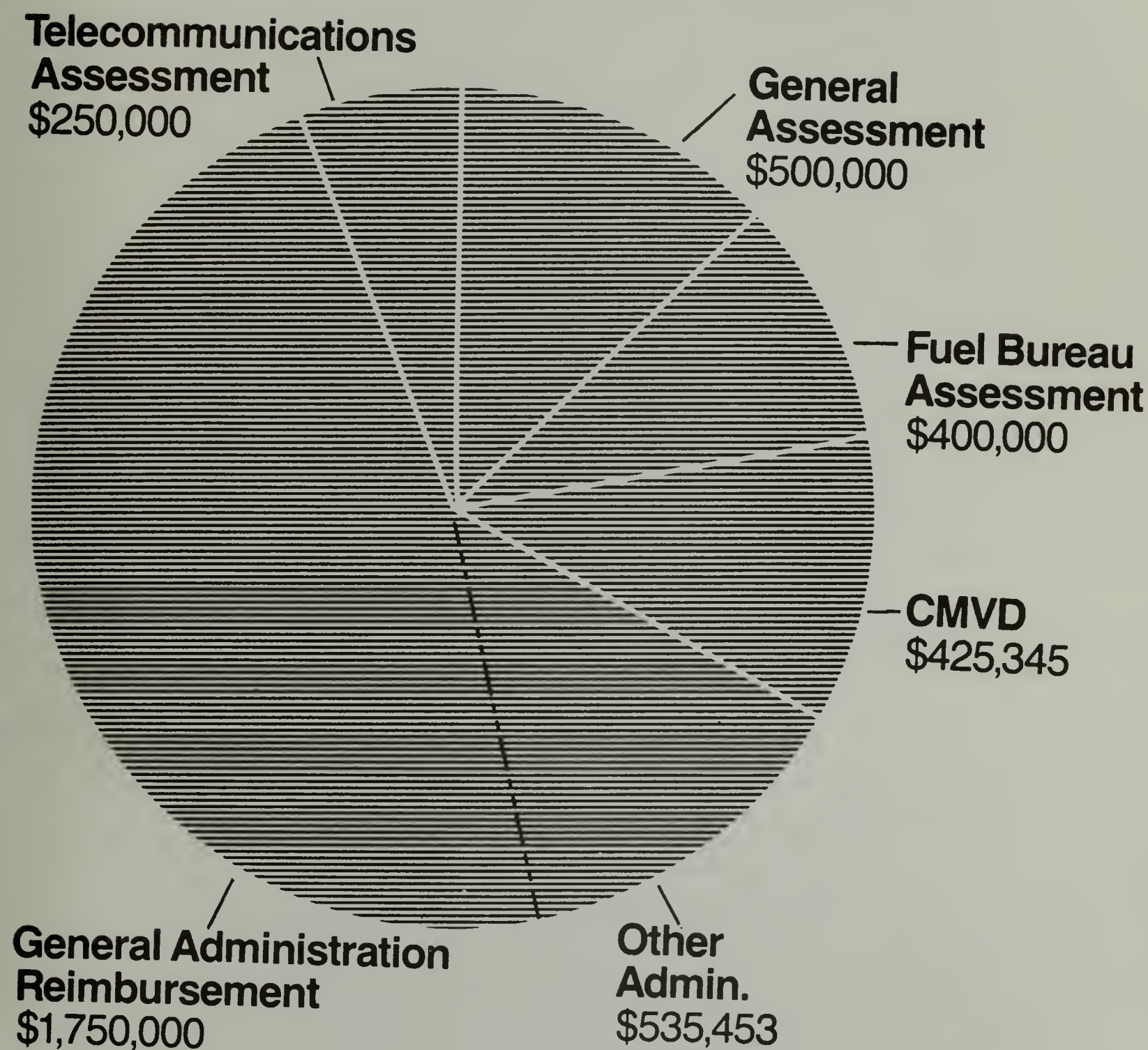
Funding for the DPU comes from three main sources: (1) general appropriations; (2) general appropriations that are reimbursed by assessments on the regulated utilities; and (3) direct assessments on selected regulated utilities. (Chart 1 shows the mix of funding authorized for fiscal year 1984.) A history of each of these funding sources is given below.

General Assessment Since 1971, the DPU has had statutory authorization to make an assessment against each electric, gas, telephone and telegraph company under its jurisdictional control. Chapter 1093 of the Acts of 1971 (inserting Section 17 into Chapter 25 of the General Laws) provided that these assessments would produce \$250,000 in revenues from Massachusetts utility companies up through 1980. These funds were to assist in defraying the general operating expenses of the DPU and to compensate consultants in hearings on rate petitions filed by companies subject to assessment. Section 17 was further amended by Chapter 349 of the Acts of 1980, resulting in a doubling of the maximum allowable assessment to \$500,000.

General Administration Chapter 684 of the Acts of 1975 further
Reimbursement amended Chapter 25 of the General Laws by adding a new section, section 18. Section 18 provided that the Commission be authorized to make an additional assessment against each electric, gas, telephone and telegraph company under the jurisdiction of the DPU. This assessment was designed to produce not more than \$1.5 million in FY 1976 and \$1.75 million in subsequent fiscal years to reimburse the Commonwealth for funds appropriated by the Legislature for the operation and general administration of the DPU in the fiscal year in which the assessment is made. Revenues from this assessment cannot exceed the appropriation by the Legislature for the DPU in the corresponding fiscal year. Whatever amount

Chart 1

Department of Public Utilities Funding Sources — Fiscal Year 1984



TOTAL: \$3,860,798
State Treasury Portion: \$960,798

remains unexpended by the Department at the close of any fiscal year must statutorily be used to reduce the assessment on the utilities in the following fiscal year.

State Budget Expense The expenses for the Commercial Motor Vehicle and the Railway and Bus Divisions must be factored out of this reimbursement process since common carriers and the railway and bus companies have no assessment levied against them. These companies are subject to DPU fees such as licensure, inspection, examination, and so on. Although funding for the transportation divisions comes directly from the Commonwealth, the revenues they generate far exceed their expenses. These revenues revert to the general fund of the Commonwealth and do not directly support the activities of the DPU.

Fuel Bureau Assessment Another assessment account was added by Chapter 375 of the Acts of 1981 to fund the Fuel Charge Monitoring Bureau. This \$400,000 assessment was established to support the Bureau's monitoring of fuel adjustment charges and other matters related to the operation of the regulated electric companies. The assessment is derived directly and solely from the regulated electric companies and has not changed since it was initiated.

Telecommunications Assessment Another special assessment, for FY 1984 only, was authorized to cover some of the extraordinary expenses of the Department as it reviews and rules on the changes in the telecommunications industry caused by deregulation and divestiture of AT&T. Chapter 623 of the Acts of 1983 revised Chapter 25, sections 17 and 18 of the General Laws and provided for a one-time assessment of \$250,000 against the intrastate operating revenues of telephone and telegraph companies in Massachusetts. These funds were to be used to help defray the operating expenses of the Telecommunications Division and other costs involved in telecommunications ratesetting proceedings.



and in providing educational and informational services to consumers.

In total, the DPU's revenues far exceed its appropriations from the state treasury. Chart 2 demonstrates this fact for the last three fiscal years.

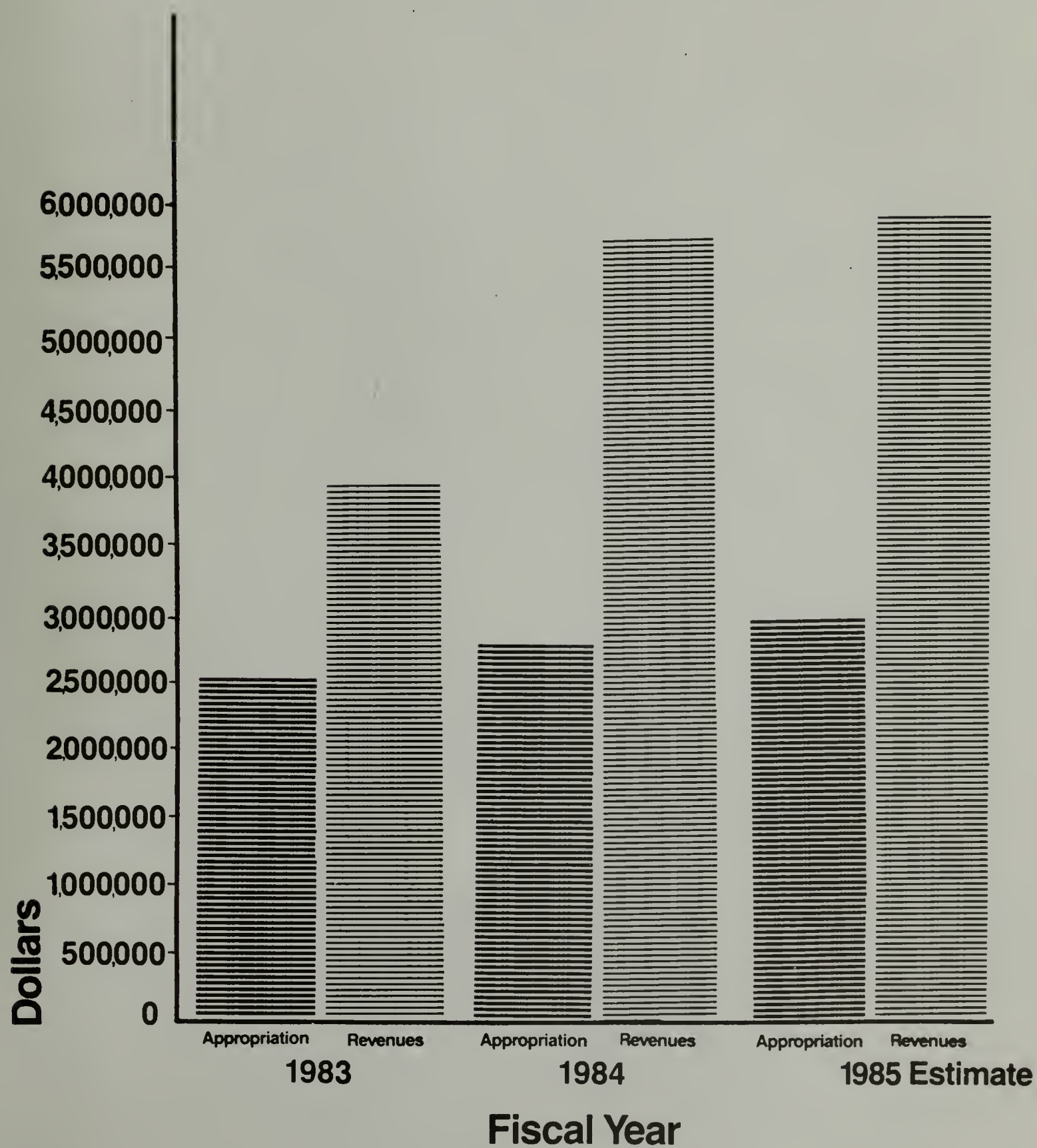
Generating Revenues

In the course of fulfilling its many regulatory functions, the Department receives substantial revenues from the various fees it charges for filing petitions, conducting inspections, and issuing service authorizations. The funds received go to the Commonwealth's General Fund and are substantially greater than the Department's annual appropriation. In FY 1984, the Department collected the following revenues:

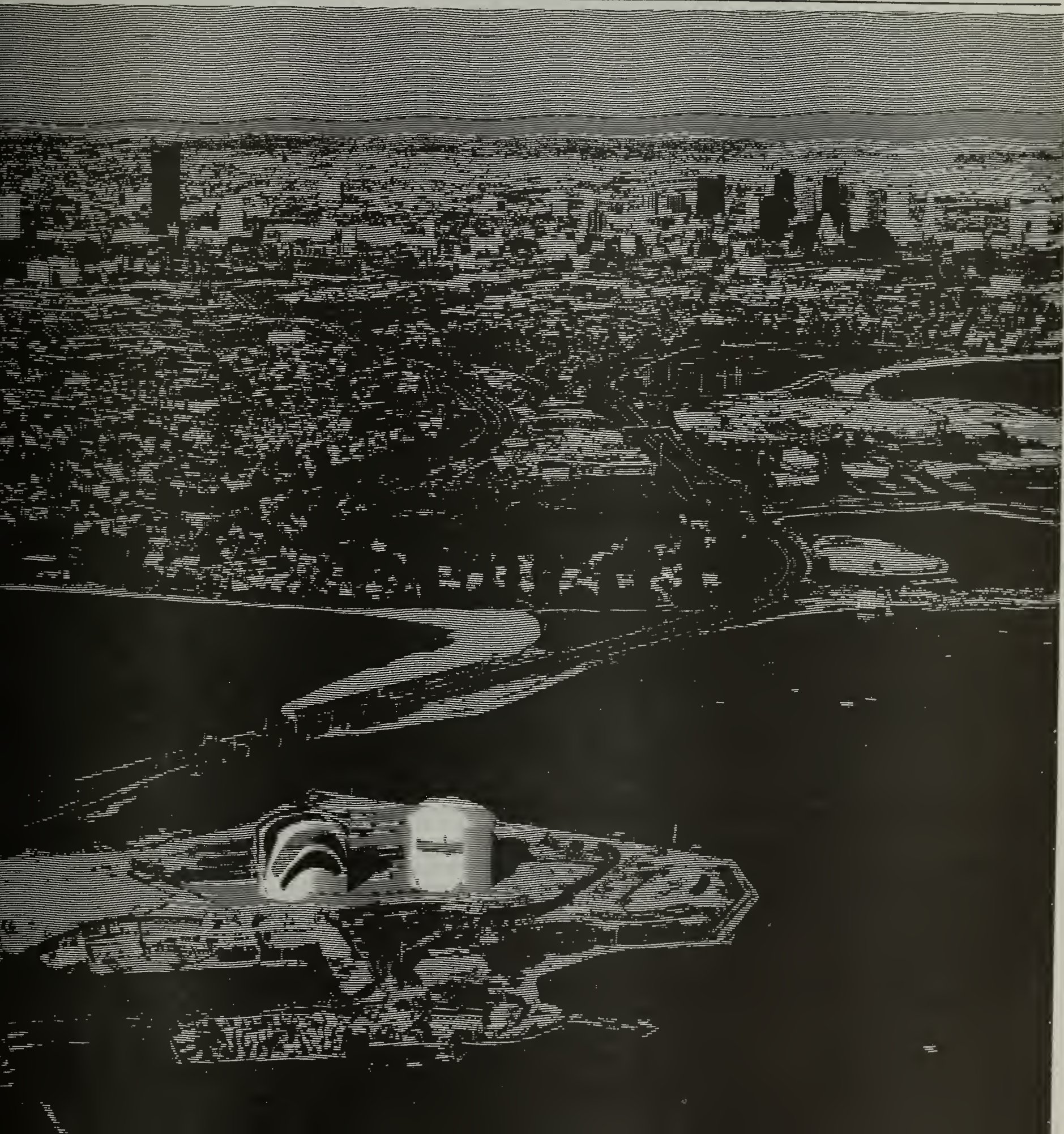
<u>Administration:</u> Filing fees	\$ 60,604
<u>Commercial Motor Vehicle Division:</u> Fees for licenses, certificates, decals and permits	2,195,969
<u>Engineering:</u> Fees for gas meter testing	86,860
<u>Railway and Bus:</u> Fees for licenses and permits	208,629
<u>Rates and Research:</u> Filing fees and fines	<u>87,404</u>
Total Revenues	\$2,639,466

Chart 2

Department of Public Utilities Appropriations vs. Revenues



Department of Public Utilities Overview



Departmental Goals



The Department has established a number of goals that it is trying to achieve on behalf of the citizens of the Commonwealth. These are:

- **Assist the Public**

To assist members of the public in their dealings with regulated companies in a prompt, helpful, and efficient manner;

- **Ensure Public Safety**

To ensure the safety of the public in a manner consistent with the provisions of the General Laws; and

- **Establish Regulatory Standards**

To determine the appropriate scope and degree of regulation to be applied to each industry under the Department's supervision and to apply such regulation in a manner that reflects fair, consistent, and clearly enunciated standards;

- **Improve Workplace Environment**

To establish a system of management, a recruitment and training program, and a workplace environment in the Department of Public Utilities that support the sustained achievement of these goals.

Implementation

Assist the Public

A key role of the DPU is to assist the public in its dealings with regulated companies. This task has a number of components, ranging from simple telephone inquiries to resolution of complex billing disputes. The Department has taken a number of actions during the past fiscal year to improve its ability to assist the public when called upon.

Most of the DPU's contacts with people who are involved in disputes with utilities are carried out by the Consumer Division (see page 19 for a more detailed description). In order to carry out these functions more efficiently, the DPU has installed a new telephone system within the Division, has reorganized the workload among existing employees, has hired Spanish-speaking and Portuguese-speaking consumer coordinators, and has established clearer and more explicit standards for the resolution of consumer complaints.

Complaints that are carried beyond the informal hearings of the Consumer Division result in a full adjudication, the disposition of which is determined by the Commission. During fiscal year 1984, the Department continued to give priority to reducing the backlog of adjudicatory hearings, some dating back as far as 1978 (see Chart 3). By the close of the fiscal year, hearings had been held on all outstanding adjudicatory complaints, and a resolution of all such complaints was very close at hand. In an effort to ensure that consumers and companies are able to receive a timely resolution of outstanding billing disputes, the Department has adopted a policy of scheduling adjudicatory hearings immediately upon the filing of a complaint and resolving each such case within two months of the hearing.

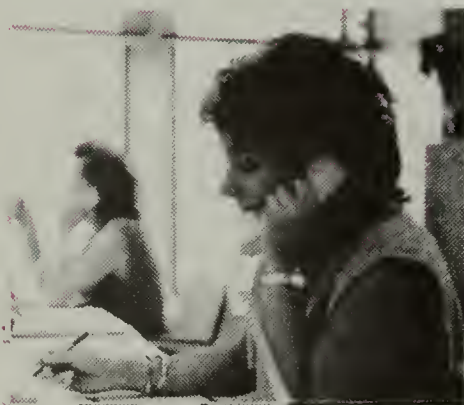
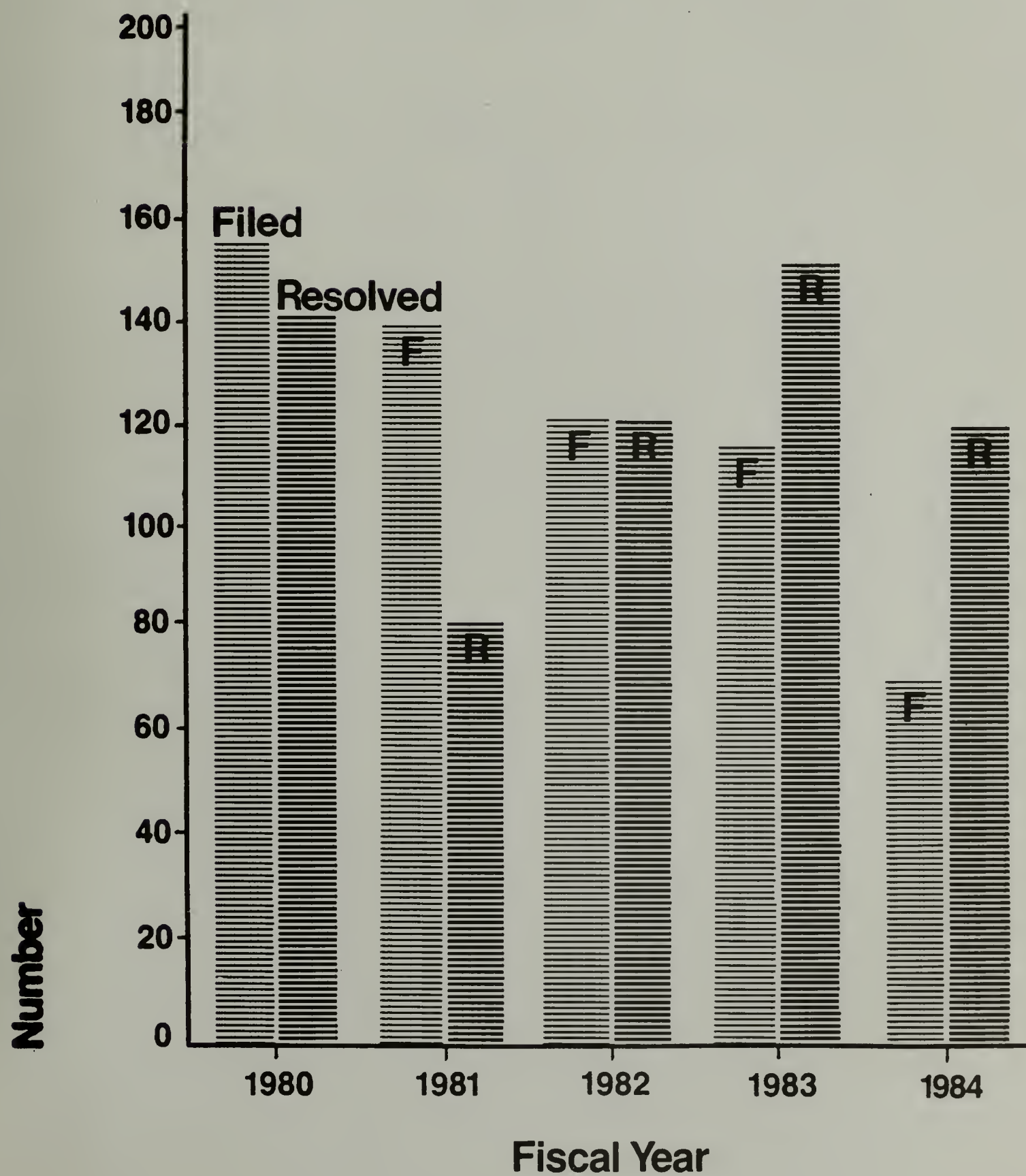


Chart 3

Department of Public Utilities

Adjudicatory Complaints Filed and Resolved



1. Definition
 2. Classification
 3. Causes
 4. Pathogenesis
 5. Pathology
 6. Diagnosis
 7. Prognosis
 8. Treatment



Chart 4

Department of Public Utilities

Hearings — FY 1984

TYPE OF HEARING	RATE CASES		FINANCINGS		INVESTIGATIONS, PETITIONS AND APPLICATIONS		TOTAL
PLACE HELD	SERVICE TERRITORY	DPU OFFICES	SERVICE TERRITORY	DPU OFFICES	SERVICE TERRITORY	DPU OFFICES	
SUBJECT OF HEARING							
GAS	4	29	-	12	-	4	49
ELECTRIC	5	81	3	30	5	82	206
WATER	11	20	-	4	-	3	38
RAIL AND BUS	1	3	-	-	1	61	66
ADJUDICATORY	-	-	-	-	-	107	107
CMVD APPEALS	-	-	-	-	-	22	22
TELECOMMUNICATIONS	2	70	-	-	9	64	145
RULES & REGULATIONS	-	-	-	-	-	4	4
TOTAL	23	203	3	46	15	347	637

Total hearings held in service territory of Companies - 41

Report of the

Committee on the

State of the

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for the year

1890

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The Department holds hearings on each rate case, financing request and investigation that it opens. Hearings are held in the service territory to give the public and local and state officials the opportunity to comment on each issue. Additional evidentiary hearings are held in the Department's offices (see Chart 4).

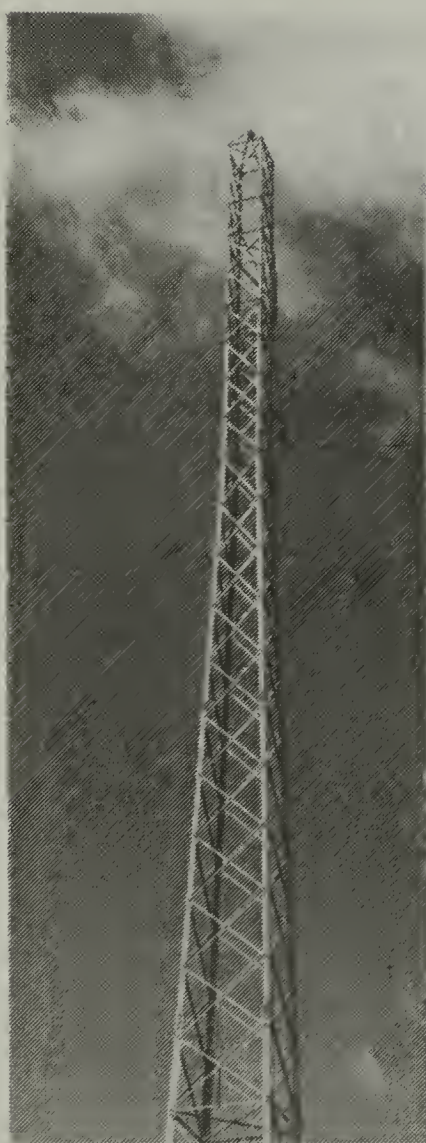
Similarly, the Department has improved the processes by which individuals view dockets, tariffs, and other information filed with the Department. In addition, a major reorganization of the floor plan of the Department will assist people who are trying to locate one or another type of information.

Ensure Public Safety

The DPU's public safety responsibilities cover a number of areas, including natural gas pipelines, trucks, buses, railroad signals and more. During the past year, the Department has improved its capability both to conduct routine inspections and to carry out investigations of common carrier and utility accidents. A regular training program has been instituted for Departmental personnel engaged in such activities, and reporting and investigative requirements have been more formalized and strengthened. Further discussion of these aspects is included in following sections of this report.

Establish Regulatory Standards

This goal reflects the fact that the industries under the Department's supervision have widely varying characteristics, and the degree of regulation for each industry must be tailored to the particular characteristics of that industry. For example, an industry in which there is a significant amount of competition will generally not require the degree of price regulation that would be necessary for an industry characterized by monopoly providers. In contrast, it might be more important to emphasize safety regulation in an industry with a large number of carriers who might have a financial incentive to cut maintenance costs to remain competitive.



Regardless of the level of regulation, however, it is incumbent upon the Department to state clearly the standards by which it will regulate companies under its jurisdiction. Clear enunciation of such standards reduces the cost of regulation to both companies and consumers and streamlines both the formal and informal processes of the Department.

During fiscal year 1984, the Department has established policies concerning the degree of regulation for a number of its regulated industries. It has also established clearly explained standards by which it will judge regulatory matters under its jurisdiction. For example, the Department:

- . Determined that the public convenience and necessity are best served by allowing the entry of competitors in the long-distance telephone market (MCI Telecommunications Corporation, DPU 1655; GTE Sprint Communications, DPU 84-12);
- . Determined that resale of radio common carrier services is also appropriate and in the public interest (Radio Exchange, D.P.U. 1723);
- . Determined that increased competition in the charter bus business is appropriate and in the public interest (L&S Transportation, DPU 1713);
- . Determined the standards by which it will review the adequacy of local exchange telephone service (Franklin County, DPU 454);
- . Continued to enunciate specific ratemaking standards that are applied in reviewing rate requests from electricity, natural gas, and water companies (Berkshire Gas Company, DPU 1490; Eastern Edison Company, DPU 1580; Boston Edison Company, DPU 1720; Hingham Water Company, DPU 1590);

- . Established specific standards for the design of electricity rates, including standards for allocating costs among customer classes and for designing rate structures (Eastern Edison Company, DPU 1580; Boston Edison Company, DPU 1720);
- . Established standards for electric utility conservation programs (Boston Edison Company, DPU 1720);
- . Clarified the standards that will be used in reviewing utility company requests for approval of stock and bond issuances (Eastern Edison Company, DPU 1633; Colonial Gas Company, DPU 84-96).
- . Strengthened standards for review of fuel adjustment clause cases (Boston Edison Company, DPU 1109-N-1; Cambridge Electric Light Company, DPU 84-2B-2; Commonwealth Electric Company, DPU 84-3B-2);
- . Clarified the standard that will be applied in a review of the prudence of a utility company's actions (Boston Gas Company, DPU 555-C; Boston Edison Company, DPU 1009-N-1).

The Department's clear enunciation of its ratemaking standards has had at least two positive effects. First, it has permitted all parties in proceedings before the Department to focus their efforts on fewer areas of contention. Areas that were traditionally the subject of extended litigation and relitigation are now often relegated to the "uncontroversial" category. As a result, too, it has been possible for opposing parties to submit stipulations of rate cases to the Department for its consideration. Acceptance by the Department of such stipulations has helped intervenors and companies alike to reduce their costs of litigation and has reduced regulatory lag. (See, for example, Southbridge Water Company, DPU 1267; Bay State Gas Company, DPU 1535; Fall River Gas Company, DPU 1557.)



Second, because utility companies understand the rules by which their rate requests will be reviewed, they have begun to file cases which are "leaner" and more realistic than those traditionally filed in the past. (See Chart 5.)

Improve Workplace Environment

To carry out its mission properly, the Department must offer its employees a workplace environment that encourages excellence, creativity, and longevity. During the past year, several steps were taken in this direction.

First, the physical environment of the agency has been revamped. Offices have been reorganized with more private spaces, especially for attorneys and other professional staff. Twenty-year-old decrepit furniture has been replaced, walls have been painted, and other improvements have been made to provide a clean, professional-looking work space. A new computer system, for use by all levels of staff, was ordered and installation has begun.

In addition, a record number of employees have attended the two-week regulatory training program offered by the National Association of Regulatory Utility Commissioners at Michigan State University. Other, in-house, training programs are currently being designed.



Finally, a concerted effort has been made to promote people from within the agency when there are vacancies. Thus, the Department has begun to establish career paths within the agency to help ensure greater longevity of service of its employees.

Chart 5

Department of Public Utilities Rate Decisions

<u>Gas and Electric Rate Decisions</u>			
<u>Company</u>	<u>Decided</u>	<u>Requested</u>	<u>Granted</u>
Bay State Gas	8/31/83	12,816,526	5,539,000
Fall River Gas	11/21/83	2,791,236	1,685,000
Nantucket Electric	11/30/84	695,237	502,025
Berkshire Gas	1/25/84	2,420,006	1,252,850
Eastern Edison	2/14/84	6,893,949	109,003
Cambridge Electric Light	2/29/84	(2,140,000)	(2,140,000)
Boston Edison	6/29/84	<u>37,500,824</u>	<u>35,221,000</u>
TOTAL		60,977,778	42,168,878

<u>Water Rate Decisions</u>			
<u>Company</u>	<u>Decided</u>	<u>Request</u>	<u>Granted</u>
Wannacomet Water	7/15/83	172,784	197,301*
Assabet Water	9/29/83	28,500	25,087
Granville Centre Water	9/30/83	1,150	1,150
High Wood Water	10/31/83	79,061	70,224
Whitinsville Water	3/30/84	232,618	189,370
Ashfield Water	5/30/84	7,616	7,616
Hingham Water	5/31/84	373,333	124,041
Salisbury Water Supply	6/29/84	<u>149,798</u>	<u>69,041</u>
TOTAL		1,044,860	683,830

* Wannacomet increase granted upon agreement of the Company and Town to reflect an extension of the service area.

Department of Public Utilities

Division Reports



Consumer Division



Responsibilities The Consumer Division protects consumers from unjust utility practices and helps to resolve problems and answer questions of close to 100,000 people annually, under the DPU's regulatory and enforcement authority over billing and termination procedures for residential customers.

The address and phone number of this Division, including a toll-free number for those outside of metropolitan Boston, are printed on every utility bill rendered in the Commonwealth, and each year an increasing number of consumers take advantage of the help offered. While most questions and complaints can be resolved on the spot with explanations, or can be settled over the phone after investigation and intermediation with the utilities, some problems require further proceedings.

To accomplish this the Consumer Division holds approximately 50 informal hearings each month in an effort to enforce the Department's regulations and thereby resolve consumer disputes. This year the percentage of informal hearings appealed to the Commission was reduced from 16 to 13 percent, and many of those appeals were dropped or settled before coming to a formal hearing.

The Consumer Division is primarily concerned

with the quality of service provided to residents of the Commonwealth by the regulated gas, electric, water and telephone companies. It is responsible for providing the Commission with the information it needs to assess the quality of service performance of the regulated utilities and to exert a positive influence on the companies to implement more consumer-sensitive procedures.

Year's Progress

Customer Contacts The Consumer Division continues to improve its responsiveness to consumer complaints. Telephone contacts were increased by 50 percent to over 95,000 calls; much of the increase was related to confusion concerning the divestiture of AT&T. However, the Division installed a new phone system which will allow management to better assess staffing needs, to assure that there is appropriate phone coverage during peak periods, and to decrease the number of calls that are lost due to inadequate staffing.

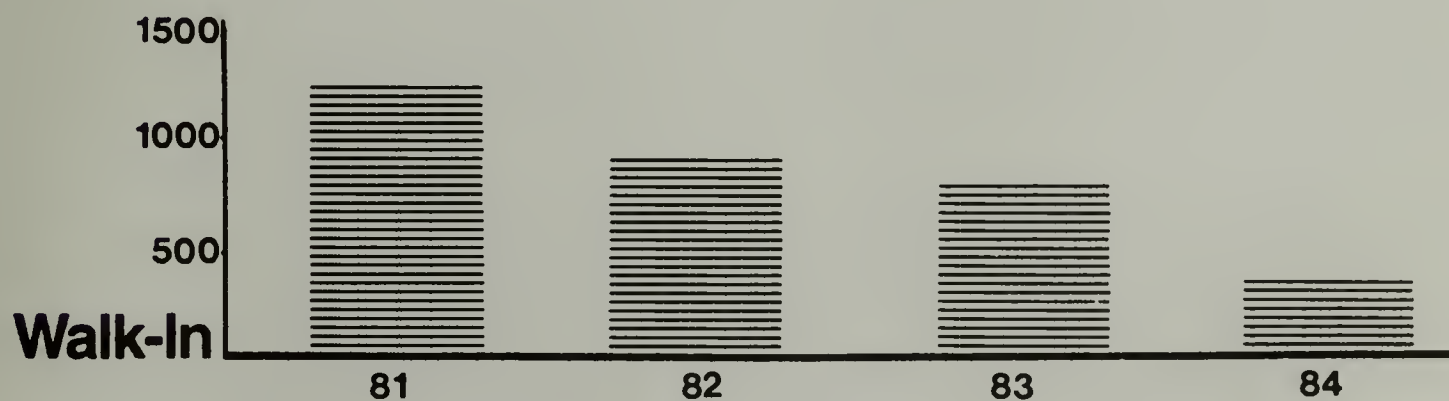
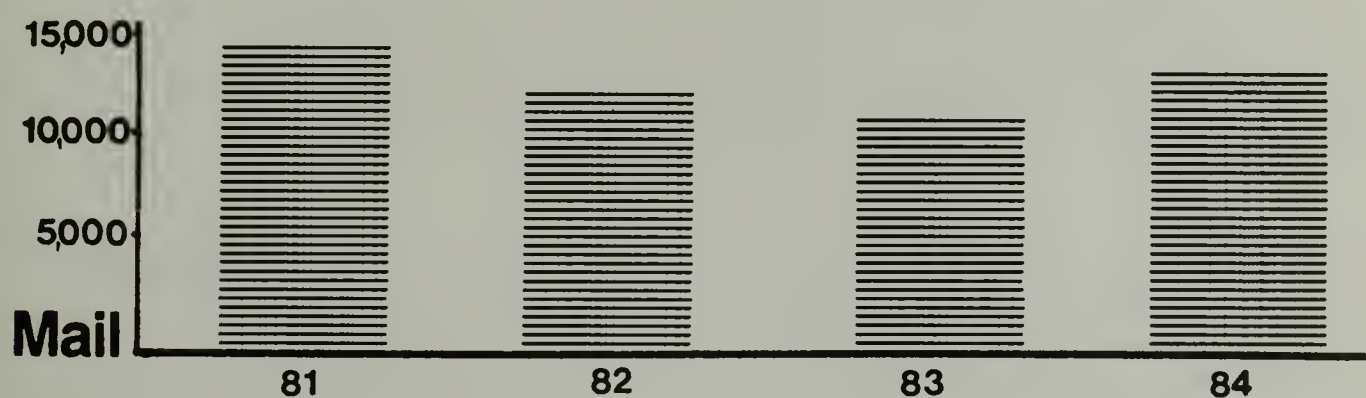
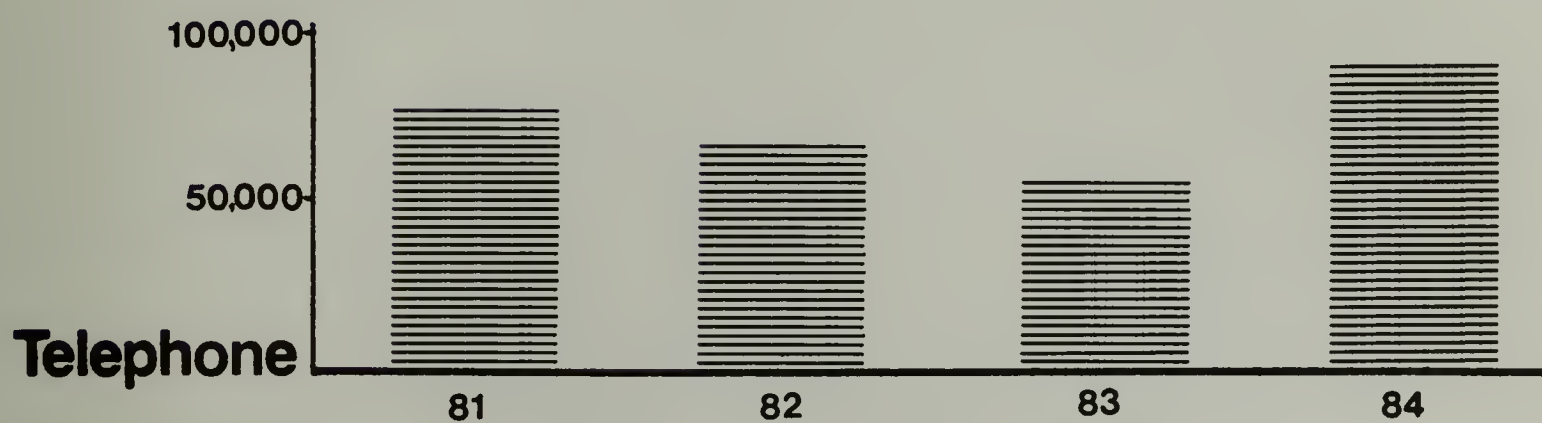
The Division saw a substantial decrease in the number of consumers walking into the office with complaints, most probably because of the increased accessibility by telephone. Correspondence remained at about the same level of over 10,000 pieces per year, with 1,400 requiring substantial investigation.

Because of the increase in the number of telephone inquiries received, over 15,000 required substantial investigation. Although this is 50 percent more than in FY 1983, fewer informal hearings were held, which is a positive step in the direction of complete resolution of consumers' problems by telephone without the necessity of a trip to Boston. (See Chart 6.)

The Division also increased the number of hours it is available to the public by opening at 8 a.m. and closing at 5:15 p.m. and often later as staff members take

Chart 6

Department of Public Utilities Consumer Division Consumer Contacts — Fiscal 1984



TOTAL CONTACTS:	95,337	80,824	72,187	110,056
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Journal of the American Medical Association
1920
Volume 25

1. The first of the three main groups of diseases is the group of diseases of the respiratory system. This group includes the common cold, influenza, pneumonia, and tuberculosis. The second group is the group of diseases of the digestive system. This group includes the common cold, influenza, pneumonia, and tuberculosis.

2. The second of the three main groups of diseases is the group of diseases of the digestive system. This group includes the common cold, influenza, pneumonia, and tuberculosis. The third group is the group of diseases of the circulatory system. This group includes the common cold, influenza, pneumonia, and tuberculosis.

3. The third of the three main groups of diseases is the group of diseases of the circulatory system. This group includes the common cold, influenza, pneumonia, and tuberculosis. The fourth group is the group of diseases of the nervous system. This group includes the common cold, influenza, pneumonia, and tuberculosis.

advantage of flextime arrangements. The Division has added Spanish- and Portuguese-speaking consumer coordinators to its staff to allow it to better serve the public.

Regulation Division staff met frequently with members of the consumer advocate community and members of the utility credit manager community in order to draft proposed regulations to implement several new statutes dealing with protection from utility terminations. These meetings continue to be a source of increased understanding between consumers and utilities and are instrumental in the development of reasonable complaint resolution procedures.

The Division highlighted for the Commission problems in one company's billing and collection practices and was instrumental in launching a full-scale investigation of that company's practices.

Information The Division has begun to amass a library of materials relevant to utility consumer billing and termination issues, including: copies of all approved notices issued by each company as well as the schedules by which each notice is issued; the results of all appeals from informal decisions; digests of sources of financial aid throughout the Commonwealth; and studies from other states on issues of interest.

The Division has reorganized its entire filing system so that numbers and types of complaints filed against each company are readily accessible. This system more easily allows for comparisons among companies and for faster detection of problem areas.

Outreach The Division produced a pamphlet in English and Spanish explaining utility customers'

rights and responsibilities during the winter heating season, and required that it be distributed in all utility bills.

The Division participated in several Consumer Fairs held by the Executive Office of Consumer Affairs and Business Regulation and by the Department of Elder Affairs.

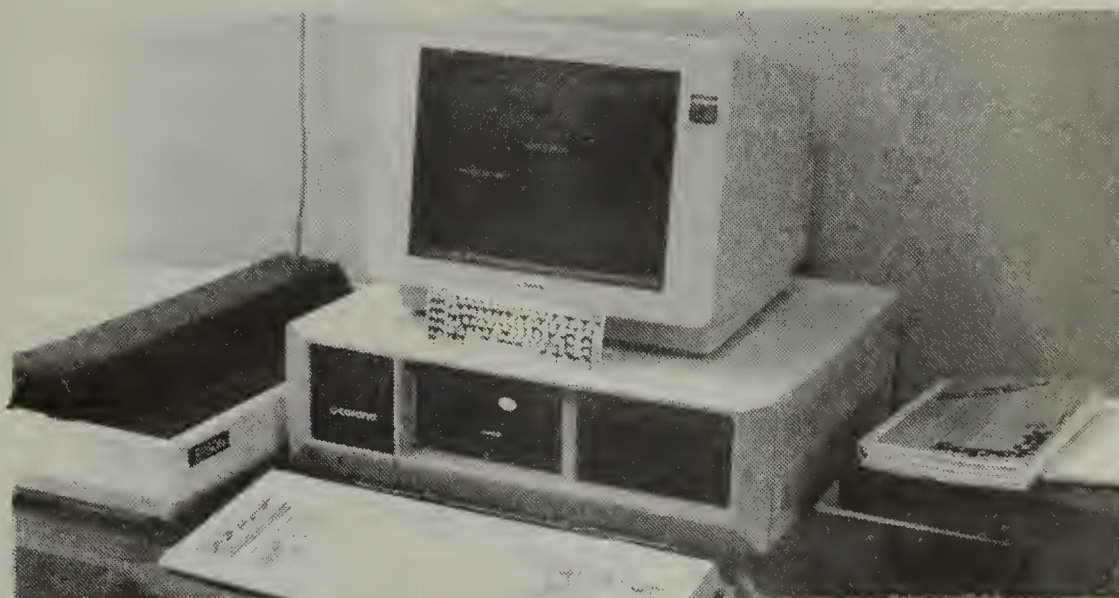
The Director sits as a member of the Fuel Assistance and Weatherization Advisory Board of the Executive Office of Communities and Development and ensures that the special concerns of utility consumers are given full hearing.

The Division also co-sponsored with the Massachusetts Poverty Law Center seven training sessions throughout the Commonwealth for welfare workers to familiarize them with common utility-related problems and their appropriate resolution. Increased calls from case workers and referrals from welfare agencies indicate that the training sessions were worthwhile and well received.

- Goals**
- . Continued improvement in telephone procedures to increase availability of phone contacts.
 - . Linkage of the computer telephone system to the Department's computer network for more efficient statistical evaluation of the complaints received.
 - . Ability to assess quickly and accurately, by company, the problems that need immediate attention.
 - . Continued outreach to increase consumer education.
 - . Increased interaction with consumers and consumer groups so that the Department will remain in touch with the needs of the consumer and can insure that its policies meet those needs.



Rates and Research Division



Responsibilities This Division has two primary functions: to advise the Commission and to maintain files of rates, contracts and reports as mandated by state law. The Department's reorganization combined the staff and functions of the Accounting and the Rates and Research Divisions into one unit. This greatly enhanced the ability of the Department to analyze filings and to review and modernize rate design for all utilities. The complexities of the ratemaking process require a high degree of expertise in accounting, finance, economics and utility rate design. With the addition of the former Accounting Division staff members, the Rates and Research Division can provide support in all of these areas in rate proceedings and other matters before the Department. The Division's duties include:

- . Maintaining files of current rates charged by electric, gas, telephone, and water utility companies and radio common carriers.
- . Providing accounting expertise in proceedings involving electric, gas and water utilities.
- . Providing economic and rate design expertise in areas such as rate of return, cost allocation and rate structure issues for proceedings involving gas and water utilities.

- . Analyzing the monthly cost of gas adjustments filed by the gas distribution companies.
- . Analyzing weekly gas supply reports during the winter.
- . Analyzing special contracts filed for experimental and innovative service by the utilities as well as contracts for service for customers who receive service on an interruptible basis.
- . Answering numerous questions and complaints from the public on general energy issues and on the rates and policies of the regulated companies.

Year's Progress During FY 1984, several structural changes were made to improve the staff support provided to the Commission. The Accounting and the Rates and Research Divisions were merged to consolidate the support provided to hearing officers and the Commission. The merger enhances the Division's ability to provide in-depth analysis in the complicated field of utility regulation.

The merger is a significant step forward in the Department's reorganization into interdisciplinary groups focusing on the totality of issues surrounding a given industry. The new Division will concentrate on the natural gas and water industries. The new organization should work toward an effective and long-lasting staff understanding of each industry, with staff versed in law, economics, accounting and rate design all concentrating their talents on the unique problems of the water and gas industries.



There have been several important decisions and initiatives relating to these industries.

- . The staff has participated in a generic proceeding regarding the appropriate



pricing of the cost of gas supplies purchased by the Commonwealth's gas distribution companies and paid by consumers through a separate charge on each bill. Intervenor groups and the gas companies have submitted different proposals which have been reviewed by the Department. The final decision in that case is expected in late 1984.

- . The Division initiated an analysis of past cost allocation studies filed by gas companies to evaluate methodologies proposed in current and future rate proposals and to advise the Commission of the most appropriate methodologies to ensure cost-based rates.
- . In monitoring changes within the industry, the Division was involved in an ongoing review and analysis of the load forecasting and gas supply practices of the natural gas distribution companies in the Commonwealth. The staff also continued its analysis of experimental rate design and structure for both residential and industrial customers to assess appropriate regulatory initiatives in those areas.
- . With increased computer capability, the Division has enhanced its ability to analyze rate proposals and recommend appropriate action to the Commission. Several staff members have worked together to compile a data base of financial information on gas, electric and water companies to assist in the review of testimony on rate of return. Computer programs were also developed to provide bill impact analyses for all utilities and typical bill analyses for water companies. In addition, the staff initiated an analysis of filings in recent water rate cases to identify problem areas and appropriate regulatory actions.

Goals As the Division focuses on the water and gas industries, it will continue to participate in both the generic and normal rate proceedings dealing with those areas.

Gas Utilities There are several rate design policy issues regarding the gas utilities before the Department in generic as well as rate request proceedings. Division staff has participated in and will continue to advise the Commission on issues such as the appropriateness of a seasonal cost of gas adjustment, cost allocation study methodologies, experimental rate structures and conservation measures. The gas industry is facing many new challenges, both from the oil industry, whose future remains unsettled, and from its suppliers as the availability of pipeline supplies has greatly increased. The Department must anticipate as well as keep abreast of structural changes in the industry and determine the appropriate regulatory actions.

Water Utilities The water industry also faces new problems. Many companies are suffering increased costs due to contaminants affecting water supplies. Other companies which are quite small have difficulty in presenting financial results for the Department's review. The Division is formulating a set of filing requirements drawn to fit the unique characteristics of the industry. The new requirements will attempt to relieve the filing burden for many companies by clarifying the information and cost justification needed by the Department to ensure proper consideration of rate requests.

Pipeline Engineering and Safety Division



Responsibilities The DPU's technical and safety responsibilities related to natural gas and water are carried out by the Pipeline Engineering and Safety Division.

Progress toward DPU reorganization of personnel and issues based on specific regulated industry lines has resulted in a change of title of this Division, previously known as the Engineering Division, and a focusing of its responsibilities on the technical and safety issues related to the natural gas and investor-owned water industries - the pipeline industries.

The Division's most important mission is the protection of the consumer and general public from the potential hazards involved in the transmission, distribution, production and utilization of natural gas, and supplemental fuel gases, by utilities.

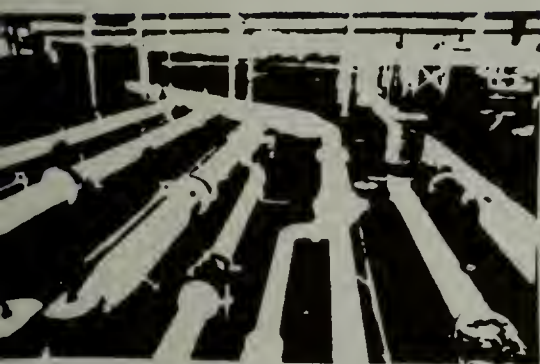
Daily, staff members inspect pipelines and above-ground facilities such as Liquefied Natural Gas (LNG), Synthetic Natural Gas (SNG) and Propane-Air (P-A) plants to ensure compliance with state and federal codes and safe operating conditions. This involves surveillance of approximately 16,000 miles of gas main and 55 plants serving over one million natural gas customers in the Commonwealth.

Other duties of the Division include:

- . Investigating utility accidents which involve property damage, personal injury and fatalities, and making recommendations for changes in operating, maintenance and safety practices to minimize the possibility of recurrence.
- . Acting as agent for the U.S. Department of Transportation's Office of Operation and Enforcement for gas pipeline safety.
- . Acting as liaison between contractors, utilities and government agencies regarding damage to the utilities' underground facilities caused by excavation that may have been performed in violation of statutes.
- . Assuring the quality of gas by testing the heat value (Btu content) and level of odorization of gas delivered to the consumers.
- . Inspecting and approving private water company plans for proposed distribution systems and assisting in resolution of technical problems and consumer complaints concerning existing systems.
- . Testing of gas meters for volumetric accuracy as required by statute; and testing of electric and water meters as may be requested by consumers.

Year's Progress The Division had a very active year. Internal reorganization and an unusually large number of accidents to investigate early in the year challenged staff members. Their work included the following:

- . Investigated 10 gas explosions and assisted and cooperated with the National Transportation Safety Board and U.S. Department of Transportation's Materials Transportation Bureau (DOT/MTB) in their related investigations.
- . Performed 213 field inspections of gas facilities and reported approximately 78 probable violations or non-compliances with federal code to U.S. DOT/MTB for enforcement of corrective actions.



- Analyzed 899 reports for calendar year 1983 concerning damage to gas utilities' underground facilities as a result of unsafe and/or unlawful excavation procedures by third parties, and assisted in preparing legislation to designate the DPU as the enforcing agency for "Dig Safe" statute violations.
- Expanded inspections of LNG plants to ensure and improve utilities' compliance with Federal and State standards.
- Tested 153,668 gas meters prior to DPU approval for installation at consumers' premises.
- Tested 340 gas meters, 140 electric meters and one water meter related to consumer complaints.
- Increased the ability of the Department to investigate accidents, to enforce safety requirements and to institute preventive measures to improve public safety.

Goals

Insure DPU responsibility
for Gas Pipeline Safety

The DPU has been working for passage of a bill which would increase the Commonwealth's ability to monitor and enforce natural gas safety requirements. The DPU presently participates as an agent for the U.S. Department of Transportation under a Section 5(b) agreement of the Gas Pipeline Safety Act. Under this section, the DPU assumes surveillance and inspection responsibility for intrastate gas facilities and reports probable violations of federal regulations to the U.S. DOT for action.

The DPU's goal is to change its designation and work under a section 5(a) certification of the Safety Act which will allow the DPU to enforce federal standards, and adopt

injunctive and monetary sanctions for violations. The cumbersome position of the DPU as a middleman in the program would be eliminated and its authority to ensure utilities' prompt compliance with safety standards would be increased.

Increase training for staff The DPU seeks to achieve a higher level of staff experience by offering all staff members the opportunity to attend all pipeline courses taught at the U.S. Transportation Safety Institute within a three-year period.

Ensure compliance with regulations To ensure compliance with federal regulations and state orders, the DPU will increase the frequency and comprehensiveness of inspections of natural gas facilities. New standards are being drafted to cover design, construction, operation and maintenance of gas distribution systems and plants. These changes will be current with the state of the art, good engineering judgment and safety standards.



The Division investigated gas explosions to determine cause and to prevent recurrence.

Telecommunications Division



Responsibilities This Division is responsible for the regulation of all common carriers that provide for the transmission of intelligence by electricity within the Commonwealth. Among the common carriers that are regulated are all intrastate telephone companies, telegraph companies, radio common carriers, other common carriers, and specialized common carriers. The Division's staff is responsible for the analysis and review of all rate and tariff filings, conducting administrative hearings and investigating complaints and inquiries concerning the provision of telecommunications services within the Commonwealth.

During the year ended June 30, 1984, the Telecommunications Division was actively involved in implementing the major structural changes in the telecommunications industry in Massachusetts resulting from decisions of the Federal Communications Commission (FCC) and the settlement of the Justice Department's anti-trust case involving American Telephone and Telegraph Company (AT&T). The divestiture of AT&T took place on January 1, 1984 and launched an era of increased competition within the telecommunications industry. It introduced an unprecedented level of complexity and provided unique challenges to state regulatory bodies.

Year's Progress During FY 84 and into next year, the Division has been actively involved in the issues of access charges, depreciation



represcription, certification of other common carriers, cellular mobile radio service, and billing and termination regulations.

Investigations have been started in all of these areas to ensure that the public interest and universal telephone service are protected as divestiture and deregulation change the telecommunications industry in the Commonwealth and the entire country.

Among the major investigations conducted by this Division were:

Interchange Carrier Certifications

In December 1983, the DPU approved rates for AT&T of New England, Inc. to allow it to carry telephone calls between area codes in Massachusetts. This allowed continuation of intrastate, inter-LATA (between Massachusetts area codes) telephone service after January 1, 1984, the date of divestiture, since the divestiture order prohibited New England Telephone Company (NET) from offering that service. Subsequently, the DPU also granted certification to MCI and GTE Sprint to compete in this intrastate, inter-LATA long-distance market.

Carrier Access Charges

The divestiture agreement restricted NET from providing service between area codes. Therefore, in May of 1984, the Department approved a new rate structure of interexchange carrier access charges to be paid to NET by long-distance carriers for their use of the local telephone network in originating and completing long-distance telephone calls.

Intra-LATA Restructuring

In December of 1983, the Department approved a restructuring of optional calling services of NET. These services were revised to comply with the divestiture agreement which restricted the local operating telephone

company (NET) to offering optional calling services only within each area code.

NET Long Distance Restructuring In June of 1984, the Department approved a restructuring of the long-distance toll rates of NET within each area code in Massachusetts. This restructuring resulted in lowering long-distance telephone rates for telephone calls made over a distance of 15 miles or greater.

Franklin County In June of 1984, the Department directed NET to provide extended flat rate calling to all communities within Franklin County. This was done after an investigation showed a unique community of interest among the communities in Franklin County and the importance of providing a service to meet those needs.

Cellular Mobile Telephone In December of 1983, the Department approved the construction of two cellular mobile telephone systems in eastern Massachusetts. Cellular mobile radio is a new technology for the provision of mobile telephone service. Carriers are expected to offer this new mobile radio service by the end of 1984.

Radio Common Carrier Transfers Throughout the year the Department approved a number of transfers of certified radio common carriers, resulting in competitive structural changes in the industry in Massachusetts.

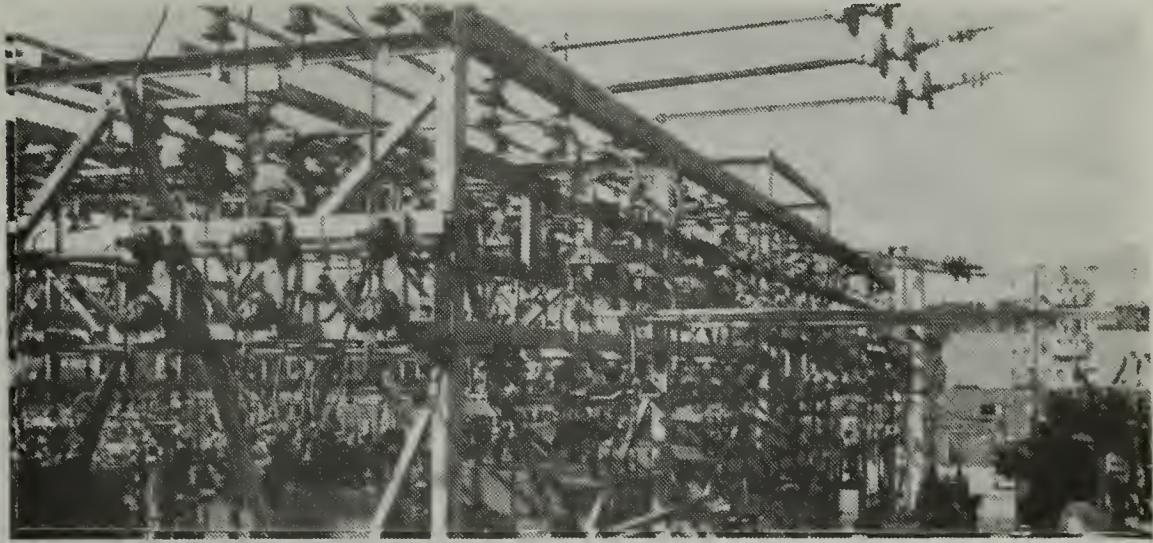
Goals The Division will continue to work to ensure the orderly transition of the telecommunications industry from one of monopoly to a competitive environment.

Major investigations to be conducted by this Division in the coming year include:

- . a generic investigation into competition within the 617 and 413 area codes in the Commonwealth;
- . certification of additional interexchange carriers in the inter-LATA long-distance market;
- . establishment of rates for cellular mobile radio carriers;
- . determining the appropriate degree of competition for radio common carriers;
- . adoption of regulations governing cable television pole attachments.



Electric Power Division



Responsibilities The Electric Power Division is responsible for providing the technical experience required by the Department in its evaluation of issues relating to electric utilities. Formerly the Fuel Charge Monitoring Bureau, it assumed additional technical responsibilities associated with the electric industry and became the Electric Power Division.

Fuel Charge Monitoring The responsibilities of the Division include the evaluation, adjudication and recommended disposition of fuel charges and performance programs proposed by the regulated companies. These requirements are set forth in the General Laws, c. 164, § 94G. The Division also evaluates, adjudicates, and recommends disposition of the following types of cases:

- . rates to be paid to qualifying facilities (small power producers and cogenerators);
- . the level of the Oil Conservation Adjustment (OCA) charges;
- . the level of Purchased Power Cost Adjustment (PPCA) charges (charges allowed to retail companies which purchase all of their power requirements from wholesale companies) in order to reflect changes in rates approved by the Federal Energy Regulatory Commission (FERC);

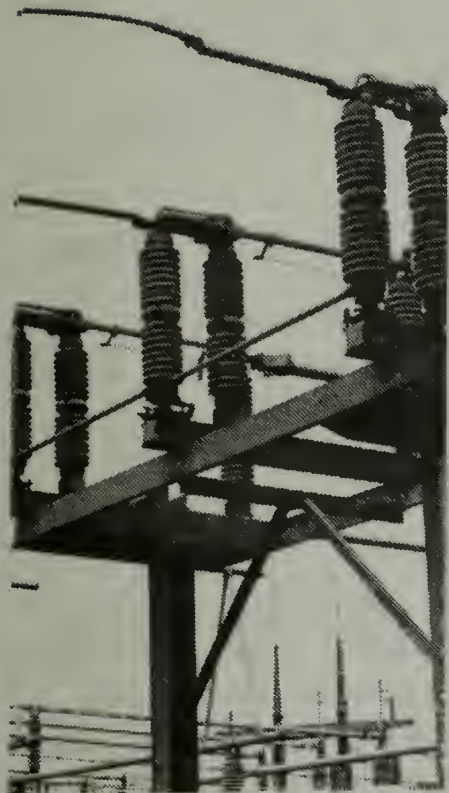
- . Energy Conservation Service program budgets and surcharges (such as Mass Save).

Electricity The new responsibilities of the Division relate to providing technical assistance to the Commission for all other matters relating to electricity, mainly in the area of rate cases and safety and engineering.

- . In rate cases, the staff of the Division has responsibility for examining rate structure, conservation, and special issues. It is rapidly assuming responsibility for the cost of service in these cases as well.
- . In safety and engineering, the Division provides all the technical expertise for transmission line cases (which includes not only electrical considerations but also matters of law relating to zoning variances, etc.); handles and investigates, as necessary, all outages; and handles matters relating to service extension, safety, and other technical problems.

Year's Progress The achievements of the Division in FY 84 were several, especially given the staff size of twelve. The Division processed 39 fuel charge cases, 13 OCA cases, and five PPCA cases, each requiring notice and public hearing. Additionally, the Division conducted 12 performance program hearings, and four hearings on fuel charges which were 90-day investigations of a company's performance in providing power at the lowest possible cost. These cases require more significant amounts of hearing time, technical evaluation, and legal research than the usual fuel charge cases which come before the Department.

Of these cases, two merit special attention.



- . The Department found that Boston Edison Company failed to show that it was prudent to delay replacement of the condenser of its Mystic 7 generating unit. The Department ordered Boston Edison to refund \$2.4 million with interest, through a lower fuel charge, to return to customers the costs collected as a result of the delay (Boston Edison, DPU 1009-N).
- . The Cambridge Electric Light Company and Commonwealth Electric Company both sought to recover costs associated with the construction of the Seabrook nuclear units. The costs were charged to the companies by their affiliate, Canal Electric Company, which owns a share of Seabrook, under a contract approved by the FERC. The Department found that, while the FERC has the statutory power to set rates and that such rates, once set, may not be modified by a State regulatory agency, the DPU still has the power and responsibility to review whether the costs incurred are prudent and, if they are not, to deny their recovery from ratepayers. The DPU found in these cases that the companies failed to meet their burden of proof that the expenses were prudent, and so denied the inclusion of costs in rates. The decision is on appeal by the companies to the Supreme Judicial Court (Cambridge Electric Light Company, DPU 84-2A; Commonwealth Electric Company, DPU 84-3B).
- . Another important case, outside those related to the fuel charge, was the Boston Edison rate proceeding. In this case Division personnel assisted the Commission in establishing new methods for designing rates and conducting conservation programs. The Department also implemented a new standard with regard to expenses which may be included in the fuel clause, which will result in a reduced fuel charge by the transfer of these costs to base rates.

Goals The Division has several goals for FY 1985.

Rate Cases With regard to rate cases, the Division plans to assist the Commission in applying the established standards for rate design, conservation, and fuel clause expenses to each company whose rate requests afford the opportunity and for whom the application of the standards is appropriate.

Fuel Charge The Division plans to develop, through rulemaking proceedings, a standard fuel clause tariff and a standard filing format for fuel clause proceedings; to continue to monitor the performance of the generating units of the utilities; and to revise the rules governing qualifying facilities to conform to rate case precedents and to improve capacity rate determinations.



Rail and Bus Division



Responsibilities The Rail and Bus Division has two major responsibilities: ensuring the safety of the traveling public on railroads, rapid transit trains, streetcars and buses within the Commonwealth; and certification of transportation services to operate if they prove that they serve the public convenience and necessity.

Although the Interstate Commerce Commission, through the Bus Regulatory Reform Act of 1982, has either preempted or provided an appeal from many state regulatory decisions relative to interstate entry and exit operations, the Division retains the responsibility for all safety regulation, and for issuance of certificates, licenses and permits for intrastate operations.

Safety The Division carries out the responsibility for safety by inspection of railroad track, roadbeds, crossings, switches, bridges, control signal systems, and other rail travel equipment, by initial and periodic inspection of buses, and by the testing and licensing of bus drivers. The Division investigates safety complaints and violations of statutes and regulations, and conducts investigations of all bus and rail accidents.

Certification of Carriers The Division conducts hearings to authorize or to make any change in carrier operations to ensure that public convenience and necessity are satisfied.

Year's Progress

Training In concert with the U.S. Department of Transportation, the Division sponsored a seminar to train DPU, MBTA and bus personnel in bus accident investigation and in the management of mass transit explosives incidents. Division personnel also attended federally-funded training programs at the Transportation Safety Institute in Oklahoma.

Increased Fees Fees for bus driver licenses and for bus permits were increased to reflect processing costs. Revenues increased almost 100 percent from \$115,500 in 1983 to \$214,200 in 1984.

- Statistics**
- . 6,680 inspections of rail and bus equipment were made and 120 bus operating violations were cited.
 - . 188 railroad and bus accidents were investigated to determine the cause and make recommendations for improving safety procedures.
 - . 11,753 DPU licenses, 5,033 permits, and 51 certificates and charter licenses were issued by the Division. 61 hearings were conducted and 85 orders relating to rail and bus activities were prepared.

Goals

Training The Division plans to increase its program of training of inspectors in both bus and rapid transit safety operations.

Automate Records The records of the Division will be placed on computers and inactive companies will be more readily identified. Hearings will be scheduled to revoke the operating authority of companies which no longer provide service under the requirements of the Department.

Review Regulations A complete review of the DPU's rules and regulations pertaining to motor bus operations is planned to update the procedures by which the Department regulates the carriers under its jurisdiction.

Commercial Motor Vehicle Division



Responsibilities This Division, created by statute to be a semi-autonomous body within the Department, has as its primary function the regulation of motor vehicle carriers which transport other people's property for hire. A carrier must obtain a certificate or permit from this Division before it can provide such service. Such certificates or permits are issued only after a public hearing where a determination is made that the applicant is fit and that the service is needed.

Another equally important function of this Division is the protection of both consumers and shippers from unfair or deceptive practices on the part of some carriers. Each year the Division investigates hundreds of complaints from customers who believe they have been overcharged or inadequately served by a carrier. Those complaints which cannot be resolved informally are adjudicated in formal complaint hearings. If the complained-of practices are serious or repeated, the carrier's license to operate can be revoked or suspended. The Division's duties include:

- . Supervising over 10,000 carriers providing regular route, irregular route, and contract carrier services within the Commonwealth;
- . Overseeing operations of over 12,000 interstate carriers;

- . Processing applications for and issuing over 280,000 distinguishing decals and also 1,800 certificates, permits, and licenses annually;
- . Conducting roadside inspection of vehicles, cargoes, and documentation of carriers operating throughout the Commonwealth;
- . Performing administrative audits of regulated carriers;
- . Taking legal action against major violators;
- . Maintaining an office in Springfield to facilitate regulation of carriers and to respond to inquiries of the public in western Massachusetts.

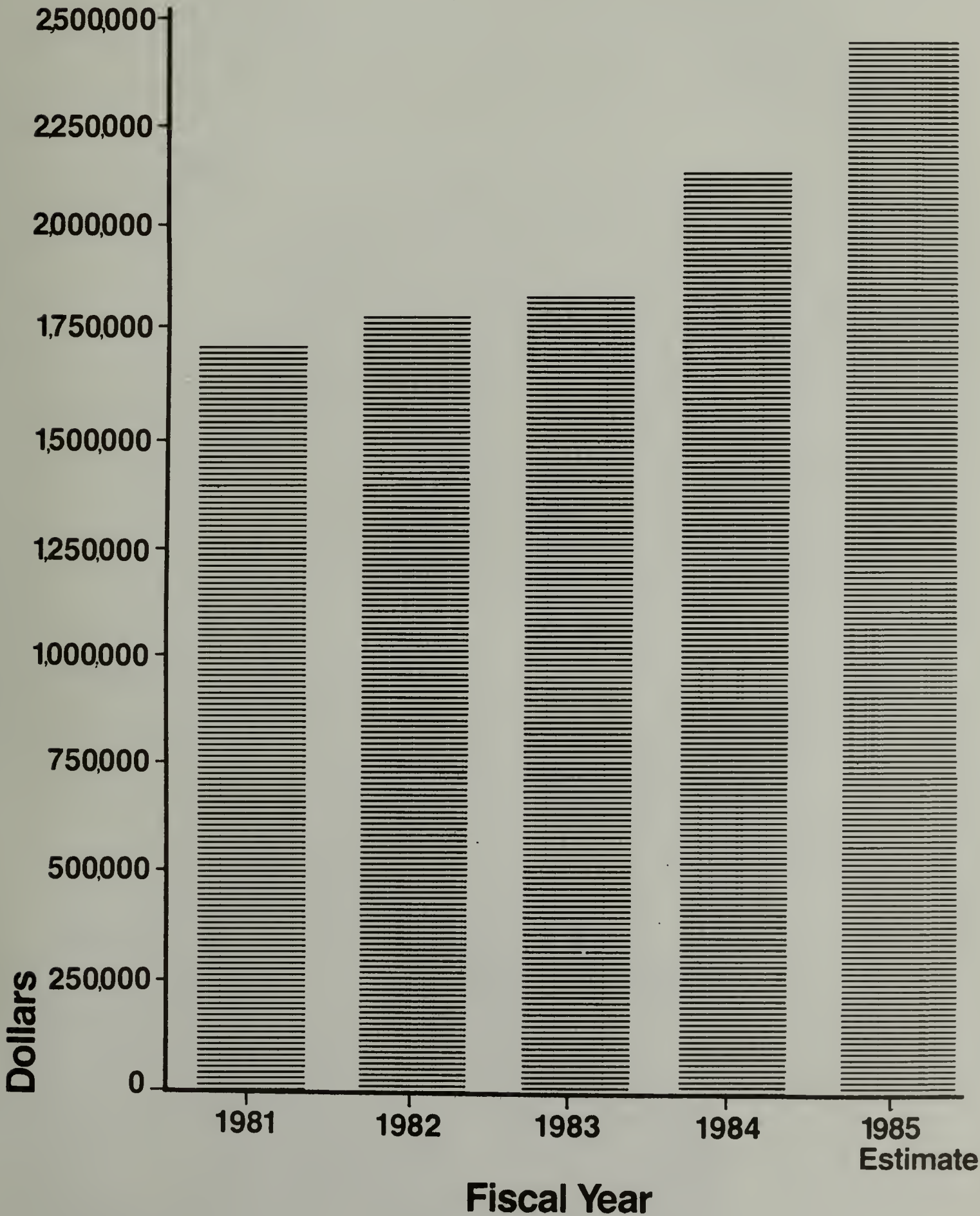
Year's Progress This was a year of evaluation and preparation for major change. It was an especially active year, with a 50% increase in the number of interstate carriers, from 8,000 to over 12,000, and a 40% increase in applications for distinguishing decals, from 200,000 to over 280,000. Revenues were up over 20% to \$2.2 million. Chart 7 illustrates the continuing increase in revenues collected by the Division over the past several years. The rate of escalation is projected to increase dramatically in the next few years as the Department installs data processing equipment to automate the current manual system of licensing and certification.

As part of Departmental reorganization to improve the overall quality of regulation, the tariff section was transferred from the Rates and Research Division to CMVD and became an integral part of CMVD. This section receives tariffs and contracts from almost all carriers holding authority issued by CMVD and receives annual reports from all carriers except those restricted to the transportation of dump-truck commodities and carriers of rubbish.

Chart 7

DPU—Commercial Motor Vehicles Division

Annual Revenues Collected



The transfer enhances the flow of information between staff members regulating the industry in keeping records and ensuring compliance with the Department's licensure requirements. The consolidation also increases the ease of the industry and the public in filing reports and obtaining information.

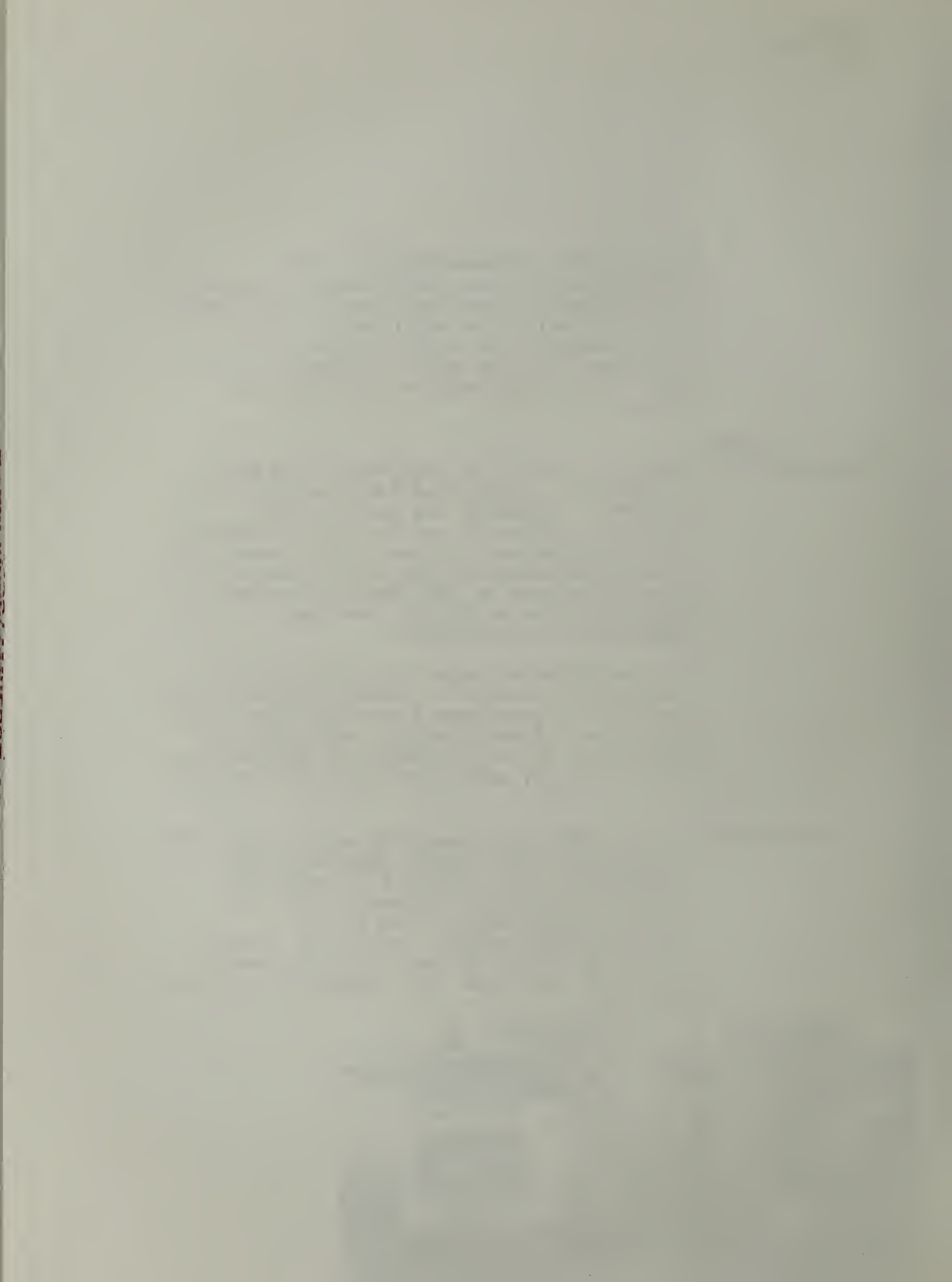
Goals

Automate Records Late in FY 1984 the Department received a productivity grant from Administration and Finance to automate the work of the Division. This will allow CMVD to identify late or delinquent filers and increase and speed up collections and certifications. An annual increase of \$200,000 in revenues is projected from a \$50,000 one-time expenditure for equipment.

The new computer capability will allow an analysis of filings of common carrier annual reports. Appropriate fines for late filing can be levied and hearings scheduled for withdrawal of certification of carriers who fail to comply with statutory requirements.

Review Statutes A full study is planned of the statutes and regulations that govern regulation of commercial motor vehicles to determine recommendations for change or updating. Federal regulations, interstate jurisdictions and the reality of reduced personnel levels in the Division require review of policies, structures and statutes.





Listing of Regulated Companies FY 1984

Department of Public Utilities

Appendix





Telephone Companies

AT&T Communication
of New England, Inc.
99 Bedford Street
Boston, MA 0211

Elizabeth Island Tel. Co.
c/o J.M. Forbes & Co.
24 Federal St.
Boston, MA 02110

GTE/Sprint
One Adrian Court
P.O.Box 974
Burlingame, CA 94010

Granby Telephone Co.
215 State Street
Granby, MA 01033

MCI
1133 19th St., NW
Washington, DC 20036

New England Tel. & Tel. Co.
101 Huntington
Prudential Center
Boston, MA 02199

Richmond Telephone Co.
P.O.Box 75
Richmond, MA 01254

Taconic Telephone Co.
2 Main Street
Chatham, NY 12037

Cellular Mobile Radio Systems

Yankee Celltoll Company
15 Soldiers Field Place
Brighton, MA 02135

Boston CGSA
NYNEX Mobile Comm.
1 Blue Hill Plaza
Pearl River, NY 10965

Radio Common Carriers

A.F. & L. Tel. Service
25 Willow Street
Leominster, MA 01453

Airphone Co., Inc.
1329 Riverdale Street
W. Springfield, MA 01089

Bellboy
New England Tel. Co.
185 Franklin Street
Boston, MA 02107

Berkshire Comm., Inc.
126 Fenn Street
Pittsfield, MA 01202

Boynton Comm., Inc.
77 Reservoir Street
No. Attleboro, MA 02760

Radio Exchange, Inc.
31 Dartmouth Street
Lawrence, MA 01841

Chayce 'n' You
546 County Street
New Bedford, MA 02740

Graphic Scanning Corp.
d/b/a Colgan Comm.
Colgan Comm.
85 River Street
Waltham, MA 02154

Metromedia Telecomm., Inc.
d/b/a Comex, Inc.
720 Union Street
Manchester, N.H. 03104

Communications Electronics
d/b/a Worcester Street
975 Millbury Street
Worcester, MA 01607

Metromedia, Inc.
d/b/a Zip-Call, Inc.
15 Soldiers Field Place
Brighton, MA 02135

Radio Common Carriers (cont.)

Haverhill Ans. Service
50 Marsh Avenue
Haverhill, MA 01831

J.K. Communications
100 Asnebumskit Road
Paxton, MA 01612

Mass-Conn Mobile
d/b/a Message Center
40 Woodland Street
Hartford, Conn. 06105

Aircall, Inc. d/b/a
Merrimac Mobile Comm. Co.
188 Garden Street
Lawrence, MA 01840

Metromedia, Inc. d/b/a
Mobilephone-Paging Radio
1055 Westminster Street
Providence, R.I. 02903

Omni Comm. Inc.
d/b/a Page-Call, Inc.
P.O. Box 345
Lynn, MA 01904

RAM Broadcasting of Mass.
235 Bear Hill Rd.
Waltham, MA 02154

Rivers Associates, Inc.
47 Berry Street Ext.
Fitchburg, MA 01420

Zip-Call, Inc. d/b/a
Telephone Ans. Service
of Taunton, Inc.
27 Fruit Street
Taunton, MA 02780

Gas Companies

Bay State Gas Co.
120 Royal St.
Canton, MA 02021

Berkshire Gas Co.
115 Cheshire Rd.
Box 1388
Pittsfield, MA 01202

Blackstone Gas Co.
59 Water St.
Hingham, MA 02043

Boston Gas Co.
One Beacon St.
Boston, MA 02108

Colonial Gas Co.
40 Market St.
Lowell, MA 01853

Commonwealth Gas Co.
675 Massachusetts Ave.
Cambridge, MA 02139

Fall River Gas Co.
155 N. Main St.
P.O. Box 511
Fall River, MA 02722

Fitchburg Gas and Electric
Light Co.
285 John Fitch Highway
P.O. Box 2070
Fitchburg, MA 01420

Essex County Gas Co.
P.O. Box 500
Hunt Rd.
Amesbury, MA 01912

North Attleboro Gas Co.
65 No. Washington St.
No. Attleboro, MA 02760

Electric Companies

Retail Companies

Boston Edison Co.
800 Boylston St.
Boston, MA 02199

Cambridge Electric Light Co.
675 Massachusetts Ave.
Cambridge, MA 02139

Commonwealth Electric Co.
675 Massachusetts Ave.
Cambridge, MA 02139

Eastern Edison Co.
P.O. Box 471
36 Main St.
Brockton, MA 02403

Massachusetts Electric Co.
25 Research Drive
Westborough, MA 01581

Nantucket Electric Co.
Fairgrounds Rd.
Nantucket, MA 02554

Western Massachusetts
Electric Co.
174 Brush Hill Ave.
W. Springfield, MA 01089

Wholesale Companies

Canal Electric Co.
675 Massachusetts.
Cambridge, MA 02139

Holyoke Power & Elec. Co.
1 Canal St.
Holyoke, MA 01040

Holyoke Water Power Co.
1 Canal St.
Holyoke, MA 01040

Massachusetts Municipal Wholesale
Electric Co.
Stony Brook Energy Center
P.O. Box 426
Ludlow, MA 01056

Montaup Electric Co.
P.O. Box 391
Fall River, MA 02722

New England Power Co.
25 Research Drive,
Westborough, MA 01581

Yankee Atomic Electric Co.
1671 Worcester Rd.
Framingham, MA 01701

Municipal Lighting Plants

Ashburnham Municipal Lighting Plant
86 Central St.
Ashburnham, MA 01430

Belmont Municipal Lighting Plant
450 Concord Ave.
Belmont MA 02178

Boylston Municipal Lighting Plant
Sanatorium Rd.
Boylston MA 01050

Braintree Municipal Lighting Plant
44 Allen St.
Braintree, MA 02184

Chester Municipal Lighting Plant
Middlefield St.
Chester, MA 01011

Chicopee Municipal Lighting Plant
725 Front St.
Chicopee, MA 01013

Concord Municipal Lighting Plant
135 Keyes Rd.
Concord, MA 01742

Danvers Municipal Lighting Plant
2 Burroughs St.
Danvers, MA 01923

Georgetown Municipal Lighting Plant
Mounon & W. Main St.
Georgetown, MA 01833

Groton Municipal Lighting Plant
Station Ave.
Groton, MA 01450

Groveland Municipal Lighting Plant
23 School St.
Groveland, MA 01830

Hingham Municipal Lighting Plant
19 Elm St.
Hingham, MA 02043

Holden Municipal Lighting Plant
Reservoir St.
Holden, MA 01520

Holyoke Municipal Lighting Plant
70 Suffolk St.
Holyoke, MA 01040

Hudson Municipal Lighting Plant
49 Forest Ave.
Hudson, MA 01749

Hull Municipal Lighting Plant
15 Electric Ave.
Hull, MA 02045

Ipswich Municipal Lighting Plant
222 High St.
Ipswich, MA 01938

Littleton Municipal Lighting Plant
Whitcomb Ave.
Littleton, MA 01460

Mansfield Municipal Lighting Plant
50 West St.
Mansfield, MA 02048

Marblehead Municipal Lighting Plant
80 Commercial St.
Marblehead, MA 01945

Merrimac Municipal Lighting Plant
2 School St.
Merrimac, MA 01860

Middleton Municipal Lighting Plant
S. Main St.
Middleton, MA 01949

Middleborough Municipal Lighting Plant
Town Hall
Nickerson Ave.
Middleborough, MA

No. Attleborough Municipal Lighting Plant
P. O. Box 790
43 S. Washington St.
N. Attleborough, MA

Norwood Municipal Lighting Plant
Municipal Building
Norwood, MA 02062

Paxton Municipal Lighting Plant
578 Pleasant St.
Paxton, MA 01612

Peabody Municipal Lighting Plant
P.O. Box 3209
70 Endicott St.
Peabody, MA 01960

Princeton Municipal Lighting Plant
P.O. Box 247
Princeton, MA 01541-0247

Reading Municipal Lighting Plant
25 Haven St.
Reading, MA 01867

Rowley Municipal Lighting Plant
47 Summer St.
Rowley, MA 01969

Russell Municipal Lighting Plant
47 Summer St.
Rowley, MA 01969

Shrewsbury Municipal Lighting Plant
100 Maple Ave.
Shrewsbury, MA 01545

South Hadley Municipal Lighting Plant
85 Main St.
S. Hadley, MA 01075

Sterling Municipal Lighting Plant
P.O. Box 327
Sterling, MA 01564

Taunton Municipal Lighting Plant
P.O. Box 870
55 Weir St.
Taunton, MA 02789

Municipal Lighting Plants (cont.)

Templeton Municipal Lighting Plant
School St.
Baldwinville, MA 01436

Wakefield Municipal Lighting Plant
9 Albion St.
Wakefield, MA 01880

Wellesley Municipal Lighting Plant
455 Worcester St.
Wellesley Hills, MA

West Boylston Municipal Lighting Plant
4 Crescent St.
W. Boylston, MA 01583

Westfield Municipal Lighting Plant
100 Elm St.
Westfield, MA 01085

Water Companies

Acoaxet Water Works
212 Howland Rd.
Westport, MA 02790

Ashfield Water Co.
Suburban Dr.
Ashfield, MA 01330

Assabet Water Company
359 Harvard Rd.
Stow, MA 01775

Barnstable Water Co.
Box 325
47 Old Yarmouth Rd.
Hyannis, MA 02601

Barre Wool Combing Co. Ltd
P.O. Box 270
Dorchester, MA 02122

Chatham Water Co.
2400 Massachusetts Ave.
Cambridge, MA

Community Utilities, Inc
21 Weir St.
Taunton, MA 02780

Cool Sandy Beach Water Co.
19 Warren St.
Leicester, MA 01524

Dedham Water Co.
500 Grove St.
Haddon Heights, N.J. 01524

Dover Water Co.
P.O. Box 125
Walpole St.
Dover, MA 02030

East Northfield Water Co.
Revell Hall
Northfield, MA 01360

Edgartown Water Co.
24 Machacket Rd.
P.O. Box 238
Edgartown, MA 02539

Gilchrist Springs Corporation
Summit Rd.
Richmond, MA 01254

Granville Center Water Co.
75 Borad St.
Westfield, MA 01085

Hammond Acres Water Co.
Chesterfield Rd.
Goshen, MA

High Wood Water Co., Inc.
P.O. Box 484
Mashpee, MA

Hill Water Co.
Prospect Hill
Stockbridge, MA 01262

Hingham Water Co.
500 Grove St.
Haddon Heights, N.J. 08035

Housatonic Water Works Co.
P.O. Box 299
Great Barrington, MA 01230

Hutchinson Water Co.
Hutchinson Lane
Cheshire Hills, Cheshire, MA 01225

Juniper Hill Water System
75 Pigeon Lane
Waltham, MA 02154

Kings' Grant Water Co., Inc.
998 Lincolnshire Dr.
N. Attleborough, MA 02760

Terry Development Corp.
Augustus J. Lombardi d/b/a
George Schnopp Rd.
Hinsdale, MA 01235

Mankeenac Water Works, Co. Inc.
15 Peregrine Rd.
Newton, Centre, MA 02159

Mass.-American Water Works Co.
500 Grove St.
Haddon Heights, N.J. 08035

Menemsha Water Co.
Box 211
Chilmark, MA 02535

Milford Water Co.
230 Main St.
Milford, MA 01757

Monterey Water Co.
Main Rd.
Monterey, MA 01244

Nameloc Heights Water Co.
Box 62
Manomet, MA 02345

Nantasket Beach Water Works
P.O. Box 158
East Dedham, MA

New Junction Water Co., Inc.
Washington Mt. Rd.
RFD #1
Becket MA 01223

Oxford Water Co.
500 Grove St.
Haddon Heights, N.J. 08035

Pequot Water Co.
72 Montague Rd.
N. Amherst, MA 01059

Resort Supply
21 Weir St.
Taunton, MA 02780

Salisbury Water Supply Co.
500 Grove St.
Haddon Heights, N.J. 08035

Sheffield Water Co.
Sheffield, MA 01257

Southbridge Water Supply Co.
70 Foster St.
Southbridge, MA 01550

South Egremont Water Co., Inc.
Box 266
S. Egremont, MA 01258

Southfield Water Trust
Box 105
Main St.
Southfield, MA

South Royalston Improvement Corporation
Fernald Rd.
P.O. Box 53
S. Royalston, MA 01374

Wannacomet Water Co.
500 Grove St.
Haddon Heights, N.J. 08035

Westhampton Water Co.
RFD #1
Easthampton, MA 01027

Westport Harbor Aqueduct Co.
P.O. Box 1800
Fall River, MA 02720

West Stockbridge Water Co., Inc.
W. Stockbridge, MA 01266

Whitinsville Water Co.
44 Lake St.
Whitinsville, MA 01588

Witches Brook Water Co.
124 Main St.
Westford, MA 01886

Wylde Wood Water Works, Inc.
129 Perkins Row,
Topsfield, MA 01983

Bus Companies

A.A. Transportation Co.
167 Fairhaven Rd.
Route #2
Concord, MA 01742

A.B.C., Inc.
120 Plympton St.
Providence, RI

A. Yankee Line, Inc.
1135 Main St.
Concord, MA

Adams Motor Trans. Co.
631 Walk Hill St.
Mattapan, MA

Airways Transportation Co.
10 Gainsboro St.
Boston, MA

American Eagle Motor Coach
1091 Kempton St.
New Bedford, Ma

American Transit Corp.
67 Dowling Parkway
Pittsfield, MA 01202

Andre Coachlines, Inc.
56 Oakland Rd.
Brookline, MA 02146

ARA Trans. Inc.
820 Cummins Highway
Mattapan, MA 02126

Arenberg Bus Co., Inc.
561 Main St.
Acushnet, MA 02743

Arnold Trans., Inc.
69 Tenean St.
Dorchester, MA 02189

Arrow Line, Inc.
105 Cherry St.
East Hartford, CT

Art's Beach Taxi
9 Washington Ave.
Provincetown, MA

Auto-Bus, Inc.
83 East Cottage St.
Dorchester, MA 02125

B. C. Lines, Inc.
200 Washington St.
Auburn, MA 01501

B.J. Bus Service, Inc.
323 Main St.
North Reading, MA 01864

Barre Bus Company, Inc.
Main St.
Rutland, MA 01543

Barrett's Tours
Somerset Rd.
Nantucket, MA 02554

Baystate Bus Commuter Lines, Inc.
P.O. Box 1839
Brockton, MA 02402

Bedford Charter Service, Inc.
11 Railroad Ave.
Bedford, MA 01730

B&W Express Corp.
69 Norman St.
Everett, MA 02149

Berkshire Bus Co., Inc.
RFD #2
Great Barrington, MA 01230

Bettencourt Bus Service
335 Weir St.
Taunton, MA 02780

Big W Trans., Inc.
46 Fountain St.
Ashland, MA 01721

Blanchard Charter Service, Inc.
555 Whipple Rd.
Tewksbury, MA 01876

Bloom, H. & L., Inc.
427 Cohannet St.
Taunton, MA 02780

Bonanza Bus Lines, Inc.
27 Sabin St.
Providence, Rhode Island

Boston Doubledeckers, Inc.
55 Brainerd Rd.
Allston, MA 02134

Boston Tours
89 Arcadia Ave.
Waltham, MA 02154

Boutilier, G. P. & Sons
6 Old Flanders Rd.
Westboro, MA 01581

Brander Bus Lines, Inc.
20 Slater St.
Rehoboth, MA 02769

Boston-Worcester Express Corp.
69 Norman St.
Everett, MA 02149

Brookside Bus Service, Inc.
115 Gleasondale Rd.
Stow, MA 01775

Brush Hill Transportation Co.
109 Norfolk St.
Dorchester, MA

Buckingham Bus & Taxi Service
21 Station Ave.
Groton, MA 01450

Burman, David R.
69 Milk St.
Westborough, MA 01581

C. & W. Trans., Inc.
240 Bedford St.
Lexington, MA 02173

Cambridgeport Child Care, Inc.
65R Chestnut St.
Cambridge, MA 02139

Canton & Blue Hill Bus Line, Inc.
16 Rockland St.
Canton, MA

Cape Cod Bus Lines, Inc.
11 Walker St.
Falmouth, MA 02540

Cappuccio, Michael A.
Intervale Rd.
Rutland, MA 01543

CAPIC HEAD START
E. B. Newton School
Pauline St.
Winthrop, MA 02152

Cape Cod & Hyannis RR, Inc.
Boston Post Rd.
Sudbury, MA 01776

Carey's Motor Transportation, Inc.
305 Temple St.
Whitman, MA 02382

Carpenter, W. M., Inc.
190 Lexington St.
Woburn, MA 01801

Carroll, William S.
6 Old Flanders Rd.
Westboro, MA 01581

Carroll, William S., Inc.
640 Hammond St.
Chestnut Hill, MA 02167

Central Mass. Bus Co., Inc.
East St.
Petersham, MA

Chapin & Sadler, Inc.
Union St.
Montague, MA 01351

Charles, Bob Trans.
200 Frontage Rd.
Boston, MA

Christension, Frederick, W.
Gleasondale Rd.
Stow, MA 01775

Clipper Tours
44 Mudnock Rd.
Salisbury, MA 01950

Coastal Acres Dune Tours, Inc.
Bradford Street Extention
Provincetown, MA 026557

Commonwealth Coach, Inc.
660 Parker St.
Roxbury, MA

Convention & Travel Consultants,
7 Acorn Drive
Randolph, MA 02368

Commonwealth Limousine Service,
26 Marlborough St.
Boston, MA 02116

Bus Companies (cont.)

Copley Motor Tours, Inc.
163 Shirley St.
Boston, MA

Coppola, Inc.
28 South Central St.
Haverhill, MA 01830

Deacon Trans., Inc.
329 W. 2nd St.
South Boston, MA 02127

Dee Bus Service
54 Orchard Rd.
West Concord, MA 01742

DeGere, Edward W.
134 Bellevue Ave.
Adams, MA 01220

Dolmolino, Raymond R., Inc.
Mount Washington Rd.
South Egremont, MA

DePalma Transportation Service
71 Garden St.
Feeding Hills, MA 01001

Doherty's Garage, Inc.
161 Lincoln Rd.
Lincoln, MA 01773

Drifting Sands Dune Tours, Inc.
Route 6A
Truro, MA 02666

Dufour Brothers, Inc.
Main St.
Hinsdale, MA

Douglas Motor Coach
8 Surfside Ave.
Winthrop, MA 02152

Crystal Transport, Inc.
38 Ash St.
Concord, MA 01742

Dyer, William H.
South Main St.
Otis, MA 01253

Englander Coach Lines, Inc.
69 Union St.
North Adams, MA

Fair Haven Christian School, Inc.
Grapevine Rd.
Wenham, MA 01936

Fiore Bus Service, Inc.
245 Bennett Highway
Route 1
Saugus, MA 01906

Fiore Bus Service, Inc.
52 Mooney St.
Cambridge, MA

Fiore, Ralph Bus Service, Inc.
3 Plank St.
Billerica, MA 01821

Fitchburg & Leominster St. RR
R1427 Water St.
Fitchburg, MA 01420

5-K Transport, Inc.
274 Great Rd.
Acton, MA

Fox Bus Lines, Inc.
141 Ballard St.
Worcester, MA

Fraser Sales, Inc.
255 Main St.
Lee, MA 01238

Freedom Trail Shuttle Corp.
100 Boylston St. - Suite 808
Boston, MA 02116

Fuller, Robert L.
150 Shrewsbury St.
Boylston, MA 01505

Gagnon, A. J., & Sons, Inc.
1479 Hildreth St.
Dracut, MA

Gardner, S. Bus Co., Inc.
51 Littleton Rd.
Ayer, MA 01432

Gary, Charles B., Inc.
Russell Rd.
Blandford, MA

Gateway Bus Line, Inc.
2506 Cranberry Highway
Wareham, MA 02571

Gay Head Sightseeing Co.
Circuit Ave.
Oak Bluffs, MA 02557

Gloucester Trans. Co.
Parker St.
Gloucester, MA 01930

Gokey & Quinn Bus Company, Inc.
Ayer Rd.
Harvard, MA 01451

Gray Line Of Boston, Inc.
P.O. Box 687
Everett, MA 02149

Gray Line of Cape Cod, Inc.
100 Boylston St.
Boston, MA 02116

Gray Line, Inc.
420 Maple St.
Marlborough, MA 01752

Greene, Hubert r.
Ware Rd.
Belchertown, MA 01007

Greenfield & Montague
Transp. Area
382 Deerfield St.
Greenfield, MA 01301

Greyhound Lines, Inc.
10 St. James Ave.
Boston, MA 02115

Gulbankian, Michael, Inc.
40 Mt. Vickery Rd.
Southboro, MA 01772

Harding's Bus Service, Inc.
6 Gardner Rd.
South Ashburnham, MA 01466

Healey, Martin J.
119 Lynn Shore Drive
Lynn, MA 01902

Herbin, Wilbert L., Jr.
60 Camden St.
Roxbury, MA

Holiday Charter Service
712 Main St.
Clinton, MA 01510

Holmes, W. T. Trans. Co., Inc.
22 Myrtle St.
Norfolk, MA 02056

Holyoke St. RR Co.
63 North Canal St.
Holyoke, MA 01040

Helwin's Adventurers
12B Lexington Manor
Laurel St.
Lee, MA 01238

Howard, S. Bus Co.
399 Bank St.
Fall River, MA 02722

Hub Bus Lines, Inc.
100 Boylston St.
Suite 210
Boston, MA 02116

Hudson Bus Lines
70 Union St.
Medford, MA 02155

Ingle, Joseph Bus Service, Inc.
Circuit St.
West Hanover, MA 02339

Interstate Coach
1139 Washington St.
Stoughton, MA

Island Tours, Inc.
Straight Wharf
Nantucket, MA 02554

Bus Companies (cont.)

Island Transport, Inc.
Beach Rd.
Tisbury, MA

J & J Bus Company, Inc.
Belchertown Rd.
Ware, Mass. 01082

J & P Transportation, Inc.
1151 Washington St.
Braintree, Mass. 02184

J. T. Bus Lines, Inc.
43 Goodrich St.
North Adams, Mass. 01247

Jerauld Transit, Inc.
54 Richards Ave.
Sharon, Mass. 02067

Kinson Bus Lines
23 Crows Lane
Newburyport, Mass.

Kunkelo Bus Company
100 East Main St.
Box 278
Webster, Mass. 01570

Kuzmeskus, Frank M.
5 Alice St.
Turners Falls, Mass. 01376

LaPorte's Bus Line
Merriam Rd.
Princeton, Mass. 01541

Littleton Motors, Inc.
7 (R) Mill St.
Maynard, Mass. 01754

Lizak Bus Service, Inc.
West Main St.
Warren, Mass. 01083

Longueil Transportation, Inc.
144 Shaker Rd.
East Longmeadow, Mass. 01028

L & S Trans. Co.
1273 Rodman St.
Fall River, MA 02721

Lopes, August A. & Son
33 North Main St.
Raynham Center, MA 02767

Lower Cape Bus and Taxi, Inc.
726 Old Bass River Rd.
Dennis, MA 02638

Lucini Bus Line, Inc.
369 South Main St.
West Bridgewater, MA 02379

Lynn Head Start-Day Care, Inc.
360 Washington St.
Lynn, MA 01901

Lynnfield Community, Inc.
c/o Hudson Bus Lines
70 Union St.
Medford, MA 02155

M & S Family Enterprises
196 Fountain St.
Framingham, MA 01701

Macy's Garage, Inc.
Main St.
Sheffield, MA 01257

Manchester Trans. Services, Inc.
39 Pleasant St.
Manchester, MA 01944

M.A.C. -MAE Bus Co., Inc.
Worcester Rd.
Route 62
Hubbardston, MA 01452

Mansfield Garage, Inc.
91 Chauncy St.
Mansfield, MA 02048

Marinel Trans. Inc.
Ward Way
North Chelmsford, MA 01863

Martha's Vineyard Sightseeing
Bus Line, Inc.
Circuit Ave. Extension
Oak Bluffs, MA 02557

Massini, Henry J.
Route 7-A
Sheffield, MA 01257

Matson Bus Co., Inc.
13 Prospect St.
Millbury, MA 01527

McGinn Bus Co., Inc.
36-38 Harbor St.
West Lynn, MA

McGregor-Smith Motor Co., Inc.
72 Coffin Ave.
Haverhill, MA 01830

McIntire Bus Lines, Inc.
c/o Hudson Bus Lines
70 Union St.
Medford, MA 02155

McIntire Trans., Inc.
450 Main St.
Stoneham, MA

Meadow's Dune Tours
Bradford Street Ext.
Provincetown, MA 02657

McGrail, G. L. Co.
263 Main St.
North Brookfield, MA 01535

McCarty, James H. Limousine
Service, Inc.
700 Mechanic St.
Leominster, MA 01453

Medeiros Bus Co., Inc.
709 Russell Mills Rd.
South Dartmouth, MA

Medeiros Bus Co. Inc.
1091 Kempton St.
New Bedford, MA

E. H. Merrifield Bus Co., Inc.
1776 Chestnut Hill Ave.
Athol, MA 01331

Michaud Bus Lines, Inc.
61 Jefferson Ave.
Salem, MA 01970

Nantucket & Sconset Bus Line, Inc.
Coach Stop
19 South Water St.
Nantucket, MA 02554

Nashoba Valley Transit, Inc.
356 Littleton Rd.
Westford, MA 01886

Natick Bus Service, Inc.
65 Rockland St.
Natick, MA 01760

New England Bus Co., Inc.
561 Main St.
Acushnet, MA 02743

North Shore Bus Co., Inc.
851 Broadway
Rever, MA 02151

North Shore Tours, Inc.
14 Briarwood Drive
Danvers, MA 011923

North Truro Camping Area, Inc.
Highland Road
North Truro, MA 02652

Northside Bus Service, Inc.
Main St.
Barnstable, MA 02630

Norwell Coach Service
Main St.
Norwell, MA 02061

Oceanside Tours, Inc.
299 Main St.
West Yarmouth, MA 02673

Ormsbee, John B.
Main St.
Mill River, MA

Palmer Motor Coach Service, Inc.
P. O. Box 431 Park St.
Palmer, MA 01069

Pape, Charles F.
94 King St.
Cohasset, MA 02025

Pepperell Bus Lines
368 Main St.
West Townsend, MA 01474

Peter Pan Bus Lines, Inc.
1776 Main St.
Springfield, MA 01101

Bus Companies (cont.)

Phillips, Clarke A., Jr.
431 Webster St.
P. O. Box 6795
Marshfield, MA 02050

Peter Pan Bus Lines, Inc.
217 Main St.
Oxford, MA 01540

Phillips, Clarke Al., Jr.
666 Nantasket Ave.
Hull, MA

Pierce Transit Co., Inc.
2178 Bridge St.
Dracut, MA

Pina, Edwin J., Sr. & Son, Inc.
227 Bumps River Rd.
Osterville, MA 02655

Pittsfield Courtesy Bus Co., Inc.
Putnam Rd.
Lanesboro, MA 01237

Plymouth & Brockton St.
Railway Co.
8 Industrial Park Rd.
Plymouth, MA

Plymouth Community Recreation
Center, Inc.
130 Court St.
Plymouth, MA 02360

Plymouth Rock Trolley Co., Inc.
22 Main St.
Plymouth, MA 02360

Provincetown Inn Dune Tours, Inc.
1 Commercial St.
P. O. Box 619
Provincetown, MA 02657

Quickway Trans. Inc.
51 Worcester St.
West Boylston, MA 01583

R & F Trans. Co., Inc.
35 Dana St.
Taunton, MA 02780

Rapid Transit, Inc.
52 Crest Ave.
Winthrop, MA 02152

Reardon, Robert C.
298 Hatherly Rd.
Scituate, MA 02066

Reliable Bus Lines, Inc.
1091 Kempton St.
New Bedford, MA 02744

Rendek, Lawrence
84 Lawrence St.
Fall River, MA 02722

Ride-Well, Inc.
Pier #1 -Massport
Boston, MA 02128

Riley Bus Co.
100 Olympic Rd.
Somerset, MA 02726

Ritchie Bus Lines, Inc.
257 West Main St.
Northboro, MA 01532

Rockland Motors, Inc.
Market St.
Rockland, MA 02370

Rotando & Ramstrom, Inc.
114 West Boylston St.
West Boylston, MA 01583

Salem Trolley Corp.
57 Wharf St.
Salem, MA 01970

Sansone Motors, Inc.
100 Broadway
Norwood, MA 02062

Saving Dollar Charter Service
27 Harwood St.
Dorchester, MA 02124

Seaboard Bus Lines, Inc.
1823 Acushnet Ave.
New Bedford, MA 02740

Security Taxi Co., Inc.
8 Gaylord St.
South Hadley, MA 01075

Shaughnessy, F.L., Inc.
82 Concord Rd.
Billerica, MA 01821

South Short Bus, Inc.
349 Lincoln St.
Hingham, MA 02043

South Shore Gray Line, Inc.
100 Boylston St.
Boston, MA 02116

Southbridge Livery Service
Co., Inc.
142 Hamilton St.
Southbridge, MA 01550

Special Transportation
273 North Main St.
Andover, MA 01810

Springfield-Agawama Bus Lines, Inc.
59 Service Center
Northampton, MA 01060

Stephan Corp.
196 Fountain St.
Framingham, MA 01701

Strong Corp.
26 Pleasant St.
Easthampton, MA 01072

Strong Corporation
2840 Main St.
Springfield, MA 01107

South Middlesex Trans. Co.
143B Maynard Rd.
Framingham, MA 01701

Suburban Lines
1196 Fountain St.
Framingham, MA 01701

Swift River Bus Co., Inc.
Roach Ave.
Orange, MA

Thompson Oil Co., Inc.
Grove St.
Upton, MA 01568

Town & Country Trans.
& Leasing Corp.
1221 South Washington St.
North Attleboro, MA

Townsend Limousine Service
127 North End Rd.
Townsend, MA 01469

Trailways of New England, Inc.
1776 Main St.
Springfield, MA 01101

Transit Bus Lines, Inc.
609 Main St.
Walpole, MA 02154

Travel Time
277 Newbury St.
West Peabody, MA 01960

Travel Time Bus Lines, Inc.
99 Arnold St.
Springfield, MA 01119

Trembley's Bus Co., Inc.
84 Lawrence St.
Fall River, MA 02722

Trombley Motor Coach Service, Inc.
Route 125 By-Pass
North Andover, MA 01845

Troy's Garage, Inc. Bus Service
Albany Rd.
West Stockbridge, MA 01266

Vendetti Motors, Inc.
411 West Central St.
Franklin, MA 01038

Vermont Transit Co., Inc.
135 St. Paul St.
Burlington, Vermont 05402

Vocell Bus Company, Inc.
751 Boston Rd.
Billerica, MA

Bus Companies (cont.)

Wallace Bus Lines, Inc.
145 Belcher St.
Holbrook MA 02343

Waltham Truck Equipment Corp.
215 Lexington St.
Waltham, MA 02154

Warrentown Trans., Inc.
Summer St.
Middleboro, MA 02346

Wellesley Motor Coach Co.
47 New York Ave.
Framingham, MA

Western Mass. Bus Lines, Inc.
59 Service Center Road
Northampton, MA 01060

United Truck & Bus Service Co.
71 Central St.
E. Bridgewater, MA

Westminster Limousine Service
71 Main St.
Westminster, MA 01473

White, R. H. Bus Co., Inc.
41 Central St.
Auburn, MA 01501

Wilson Bus Lines, Inc.
Main St.
East Templeton, MA 01438

Wilson Bus Lines, Inc.
80 Lunenburg St.
Fitchburg, MA

Winston Airport Services, Inc.
51 Worcester St.
W. Boylston, MA 01538

Railroads

Boston & Maine Corp.
Iron Horse Park
North Billerica, MA 01862

Cape Cod & Hyannis RR Co.
Boston Post Rd.
Sudbury, MA 01776

Bay Colony Railroad
420 Bedford St.
Lexington, MA 02173

Central Vermont Railway
2 Federal St.
St. Albans, Vt. 05478

Consolidated Rail Corp.
Room 806
6 Penn Center Plaza
Philadelphia, PA 19104

Fore River Railroad Corp.
145 East Howard St.
Quincy, MA 02169

Grafton & Upton Railroad
Depot St.
Hopedale, MA 01040

Pioneer Valley Railroad
1 Post Office Square
Boston, MA 02109

Providence & Worcester RR Co.
1 Depot Square
Woonsocket, R.I. 02895

National Railroad Passenger Corp.
(AMTRAK)
230 Congress St.
Boston, MA 02109

**The Department of Public Utilities
12th Floor
100 Cambridge Street
Boston, Massachusetts 02202**

For information or assistance:

Administration and Information
Consumer Division

(617) 727-3500
(617) 727-3531
1-800-392-6066

ACME
BOOKBINDING CO., INC.

JUL 28 1990

100 CAMBRIDGE STREET
CHARLESTOWN, MASS.

